

Conflict Management

How do you deal with conflict?

Do you tackle conflict head-on, or would you rather avoid confrontation? Is there such a thing as a "right" way to handle conflict? Or a wrong one?

The Conflict Management training programme helps you understand how workplace conflicts arise and, more importantly, how to de-escalate them. You'll develop the skills to communicate clearly, confidently, and openly, even when emotions run high.

Because when you know how to handle conflict effectively, it stops being a problem and becomes an opportunity.



Ready to?

- ✓ Understand how workplace conflicts develop
- ✓ Learn practical techniques to resolve conflict
- ✓ Gain insight into your own conflict behaviour
- ✓ Break unhelpful behavioural patterns
- ✓ Build stronger, more constructive relationships

What will you learn?

There is no magic formula for preventing conflict—and there doesn't need to be. Conflict can be constructive. It can create clarity, strengthen relationships, and lead to better outcomes.

During this training, you'll learn how to approach conflict in a way that works for everyone involved. Even when emotions threaten to take over.

You'll practise with fellow professionals, work on realistic situations, and receive honest, practical feedback. Challenging? Absolutely. Valuable? Without question.

Who is this training for?

Participants typically work at higher professional (Bachelor's+) level, have several years of work experience, and come from a wide range of industries and roles. That diversity makes the learning experience even richer.

This one-day training is suitable whether you're new to The Influence Company or looking to refresh and strengthen your existing skills.

And after?

After the training, you'll notice yourself approaching workplace conflicts very differently. You'll have a broad toolkit of practical strategies and know when to apply each one. You'll feel more confident, stay in control, and know how to move difficult conversations towards a positive outcome.

Skills you'll benefit from for the rest of your career and beyond.

Why participate?

- Gain practical skills you'll use for life
- Learn through realistic practice and personal feedback
- Share experiences with like-minded professionals
- Strengthen your personal effectiveness

Growth begins where discomfort starts.

What is The Influence Model®

The Influence Model®, originally developed at Harvard, forms the foundation of The Influence Company's methodology. It brings together all communication styles in one practical framework, helping you understand behaviour, adapt your communication, and increase your influence in every situation.

Our own Training Locations

We believe the learning environment matters. Our training venues are designed to help you focus entirely on your development, comfortable, inspiring spaces where every detail supports your learning experience. From purpose-built practice rooms to exceptional hospitality, everything is designed to help you get the most from your training.



House of influence Oosterbeek

Located in the beautiful forests in The Netherlands



House of influence Amsterdam

Amsterdam's vibrant NDSM district.

Experienced trainers

You'll learn from experienced trainers with thousands of hours of practical coaching experience. Theory is immediately translated into practice. You'll work with realistic simulations, including situations from your own professional environment, receive extensive personal feedback, and continuously experiment with new behaviours. Expect to be challenged, encouraged, and stretched outside your comfort zone. That's where lasting behavioural change begins.

Continued support after the training

Your learning doesn't stop when the programme ends. You'll retain access to the Influence Hub®, our online learning platform, where you can continue developing through practice materials, feedback, and tools to measure your progress.

Questions about this training?

Or would you like to know if this training is right for your goals? Schedule a no-obligation consultation with one of our training advisors. They know our programmes inside out and are happy to help you find the best fit.

Schedule a free meeting at:
<https://influencecompany.com/schedule-meeting/>

In short

Duration: 1 day (8 hours)

Group size: 5–9 participants

Level: Higher professional education (Bachelor's+)

Want to know more about dates, fees, programme structure, locations, or course content? Contact us via email: customerservice@influencecompany.com or give us a call at: +31 (0) 33-434 58 00

We are The Influence Company

We are an unconventional training agency that has been doing things a bit differently since 1962. With us, you can't just sit back and relax. We get you moving, help you break patterns, gain insights, and encourage you to experience. To learn. So mainly: to take action. That's what makes us popular. We have already trained over 150,000 professionals.