Conflict Resolution During Organizational Crises Training Course

30 November – 4 December 2026
Addis Ababa

AGILE LEADERS
Training Center

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Ref: 657_223875 **Date:** 30 November – 4 December 2026 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Conflict Resolution During Organizational Crises Training Course is a one-week course for crisis team leaders, operations managers, human resources leaders, stakeholder professionals, security coordinators, and resilience teams who leave with a Crisis Conflict Resolution File. Participants diagnose conflict, track escalation, separate interests from positions, negotiate under pressure, facilitate dialogue, clarify authority, manage stakeholder tensions, record agreements, and restore working relationships. Agile Leaders Training Center connects conflict resolution with the time pressure and interdependence of organizational crises.

Who Should Attend

- Crisis team functions responsible for decisions, coordination, and dispute escalation
- Operations functions responsible for resolving cross-functional friction during disruption
- Human resources functions responsible for informal resolution and working relationships
- Stakeholder engagement functions responsible for competing expectations and negotiated actions
- Security and emergency functions responsible for de-escalation and decision boundaries
- Resilience functions responsible for recovery coordination and organizational learning

The course assumes participants already manage workplace, operational, or stakeholder issues and leaves out introductory negotiation, legal adjudication, clinical intervention, and technical incident command.

Departments and Industries

The course supports departments and industries where unresolved conflict can delay decisions and weaken crisis coordination.

- Crisis management, operations, security, and organizational resilience
- Human resources, employee relations, and internal communication
- Stakeholder relations, customer operations, procurement, and legal support
- Healthcare, transportation, energy, and telecommunications
- Banking, manufacturing, hospitality, education, and public services

Learning Objectives

By the end of this course, participants will be able to:

- Analyze conflict sources, parties, interests, and escalation patterns
- Apply de-escalation communication during pressured exchanges
- Use interest-based negotiation and facilitated dialogue methods
- Prioritize decision authority, boundaries, and referral needs
- Build agreements, action logs, and accountability checks
- Evaluate relationship recovery and conflict learning

Course Agenda

Day 1: Crisis Conflict Diagnosis

- Crisis Conflict Source and Party Map
- Escalation Pattern Indicator Checklist
- Interest, Position, and Value Analysis Grid
- Power, Dependency, and Influence Matrix
- Conflict Impact and Urgency Assessment

Day 2: De-Escalation and Resolution Pathways

- De-Escalation Language and Behavior Guide
- Informal Resolution Pathway Decision Tree
- Decision Authority and Boundary Map
- Neutrality and Impartiality Practice Checklist
- Conflict Referral and Escalation Protocol

Day 3: Negotiation and Facilitated Dialogue

- Interest-Based Negotiation Preparation Canvas
- Pressure Negotiation Trade-Off Matrix
- Facilitated Dialogue Session Structure
- Questioning, Listening, and Reframing Method
- Impasse and Option Development Board

Day 4: Stakeholder Agreements and Recovery

- Stakeholder Tension and Expectation Map
- Agreement Terms and Action Register
- Accountability and Review Milestone Tracker
- Working Relationship Recovery Plan
- Conflict Learning and Prevention Review

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Day 5: Crisis Conflict Resolution Practice

- Exercise: Diagnose a Cross-Functional Crisis Conflict
- Exercise: Conduct a De-Escalation Conversation
- Exercise: Facilitate Interest-Based Resolution
- Exercise: Build an Agreement and Recovery Plan
- Capstone Exercise: Crisis Conflict Resolution File

Practical Exercises

The course uses suggested activities to practice crisis conflict resolution across operating environments.

- Suggested activity: diagnose a dispute between clinical and operations teams during a service interruption.
- Suggested activity: de-escalate a supplier conflict during an urgent manufacturing recovery.
- Suggested activity: facilitate dialogue between security and customer-service functions after conflicting priorities.
- Suggested activity: build an agreement and relationship-recovery plan for transport stakeholders.

FAQs

Who suits conflict resolution during organizational crises training and what does it assume?

Conflict resolution during organizational crises training suits professionals who already manage crisis decisions, operations, employee relations, stakeholder issues, security, or resilience and need structured methods for diagnosis, de-escalation, negotiation, dialogue, agreement, and recovery.

How does crisis conflict resolution differ from general conflict resolution training?

Crisis conflict resolution addresses time pressure, incomplete information, operational interdependence, decision authority, and recovery needs during active disruption, while general conflict resolution covers disputes without requiring a crisis-response context.

How should leaders diagnose conflict during an organizational crisis?

Leaders should identify parties, issues, interests, positions, values, dependencies, power, urgency, operational effects, escalation signals, and decision boundaries before selecting an informal resolution, facilitated dialogue, negotiation, or referral path.

What makes de-escalation effective during crisis conflict?

Effective de-escalation uses calm behavior, precise language, active listening, acknowledgment without premature agreement, clarification of facts and needs, bounded choices, and a transparent next step tied to decision authority.

How should crisis conflict agreements be tracked?

Crisis conflict agreements should record terms, owners, actions, dependencies, decision authority, communication duties, review points, unresolved matters, escalation triggers, and relationship-recovery actions so progress remains visible after immediate pressure reduces.

Conclusion

Participants leave with a Crisis Conflict Resolution File containing diagnostic maps, escalation indicators, resolution pathways, negotiation tools, dialogue structures, stakeholder analysis, agreement records, accountability checks, and relationship-recovery actions. The file helps teams resolve tension without losing operational focus. It connects immediate de-escalation with durable cooperation and organizational learning.