

Conflict Resolution Strategies

Course code: KORK

Conflict at work and in personal life does not have to mean disaster. If you know how to work with it, it can become a natural driver of change, innovation and stronger team relationships. This intensive and highly practical course will teach you how to handle challenging and emotionally demanding situations with a cool head. The Conflict Resolution Strategies course focuses on practical ways of managing conflict situations in the workplace. You will improve your ability to recognize the causes and dynamics of conflict and learn how to work with emotions and pressure. Most importantly, you will learn to choose a resolution approach that fits the specific situation and your goal. The aim of the course is to show that conflicts are a natural part of life – and how to handle them calmly and respectfully so that they lead to better understanding, collaborative problem-solving and stronger relationships.

Who is the course for

The course is designed for anyone who encounters conflict situations in their professional or personal life and wants to handle them constructively, confidently and without unnecessary escalation.

It is particularly suitable for:

- managers and team leaders,
- project and team managers,
- HR professionals and HR business partners,
- team members dealing with challenging situations with colleagues,
- professionals in contact with customers, suppliers or business partners,
- anyone who wants to better manage conflict, pressure, criticism or manipulative behaviour.

What we teach you

- You will become familiar with different conflict resolution styles.
- We will guide you towards understanding the nature and stages of conflict.
- You will gain greater awareness of your own reactions in conflict situations and identify your personal approach to dealing with conflict.
- You will practise various conflict resolution strategies, nonviolent and assertive communication techniques, and ways of dealing with manipulation, escalation and difficult counterparts. The course includes realistic scenarios and practical exercises that will help you master these approaches and apply them in real-life workplace situations.
- You will gain inspiration and recommendations for further developing your communication and conflict management skills.

Teaching materials

Gopas guide book for this course.

Course outline

- Conflict and its causes – why conflicts arise and how to view them constructively
- Emotions in conflict – how to calm yourself and manage your own reactions
- Conflict resolution styles – when to use cooperation, compromise, assertiveness or other strategies
- Nonviolent Communication – observations, feelings, needs and requests
- Assertive communication – how to express your opinion, set boundaries and respond to pressure
- Manipulation and challenging situations – how to respond calmly and confidently
- Practical exercises – model situations and role plays from both professional and personal environments

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