



Learning & Development

# THE ART OF MANAGING CONFLICT AT WORK

Turn Tension into Teamwork

This practical training helps professionals navigate workplace conflict with clarity and confidence using insights from SoWav's Vocalytics Report — powered by AI vocal biomarker technology.



Duration: 2 Days



Location: In House Training

- ✓ Decode Conflict
- ✓ Communicate with Clarity & Calm
- ✓ Resolve Conflict Constructively
- ✓ Choose the Right Conflict Style
- ✓ Create a Personal Action Plan



Certificate Provided



HRDF Claimable

**REGISTER NOW**



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**LOGAN LOH**  
Mental Wellness Trainer

# The Art of Managing Conflict at Work

## INTRODUCTION

Conflict is a natural part of any workplace; learning to manage it effectively is essential for success. The ability to resolve conflicts positively and constructively can help create a more productive and harmonious work environment, foster stronger relationships with colleagues, and ultimately contribute to the overall success of your organisation.

In this training program, we will explore the key skills and strategies using SoWav's Vocalalytics Report that can help you manage conflict professionally and effectively. Through a combination of interactive exercises, case studies, and group discussions, the participant will learn how to identify the root causes of conflict, communicate effectively, and negotiate solutions that benefit everyone involved. By the end of the program, the participant will be equipped with the tools they need to navigate conflict with confidence and achieve positive outcomes for themselves and their team.

## Key Learning Outcomes

Upon completion of this workshop, participants should be able to:

- 1. Identify Personal Conflict Triggers Through Vocalalytics Insights:** Understand individual stress sources, life patterns, response behaviours, and personality traits using SoWav's Vocalalytics Report to uncover subconscious triggers of conflict.
- 2. Enhance Communication Using Emotional Intelligence & Nonviolent Techniques:** Apply Nonviolent Communication (NVC) methods and emotional awareness to de-escalate tense situations and foster open, respectful dialogue.
- 3. Recognize and Adapt to Different Conflict Styles:** Understand various conflict management styles and know when to apply each, based on the personalities and dynamics involved.
- 4. Resolve Conflict with Data-Driven Strategies:** Use insights from vocal biomarkers (e.g., stress index, emotional expression levels, L & R brain patterns) to identify root causes and apply resolution techniques effectively.
- 5. Develop a Personalised Conflict Management Action Plan:** Create and implement a tailored plan with practical tools and techniques for navigating workplace conflicts constructively and confidently.

# Workshop Methodology

This program will be delivered through a dynamic mix of interactive and experiential learning methods, including:

1. **Concept Delivery and Peer Interaction:** Key concepts, models, and insights will be introduced through short lectures, supported by group discussions and collaborative presentations to promote understanding, engagement, and knowledge sharing.
2. **Role-Plays:** Simulated conflict scenarios will allow participants to practice and refine their conflict resolution and communication skills in a safe and supportive environment.
3. **Skill Practice Sessions:** Hands-on activities focused on developing practical techniques such as emotional regulation, feedback delivery, and proactive communication.
4. **Vocalalytics Report Analysis:** Participants will receive and interpret their own SoWav Vocalalytics Report, using biometric voice data to uncover individual stress triggers, emotional tendencies, and communication patterns.
5. **Case Studies and Real-Life Applications:** Exploration of real workplace conflict examples and best practices to reinforce learning and demonstrate practical implementation of tools and techniques.

## Program Outline

### Module 1: Introduction to SoWav's Vocal BioMarker

#### Technology

1. Understand the basics of Vocal BioMarker technology
2. Key Activities/Teaching Methods
3. Materials/Resources Required

### Module 2: Foundations of Communication

1. Understanding Communication Dynamics with SoWav's Vocalalytics Report
2. Building Interpersonal Relationships
3. Effective Feedback and Constructive Criticism

### Module 3: Conflict Resolution Strategies

1. Types of Workplace Conflicts
2. Conflict Resolution Models
3. Dealing with Difficult Conversations

### Module 4: Practical Application and Role-Plays

1. Scenario-Based Role-Plays
2. Creating a Positive Communication Culture
3. Case Studies and Real-Life Examples