

Conflict Management Skills

Give your teams the tools to navigate tension, improve communication, and build stronger working relationships through constructive conflict resolution strategies grounded in agile values.

 **Live | Instructor led**

Duration:
5 hours

Credential:
Microcredential

Languages:
English



Who it's for

- Team members, leaders, and facilitators
- Scrum masters and agile coaches
- Anyone looking to strengthen team collaboration and psychological safety



Why it matters

Conflict is inevitable—but when managed well, it can strengthen teams. Conflict Management Skills helps individuals and teams move through disagreement with clarity, empathy, and alignment.

Bundle with: Agile Essentials, Scrum Essentials, Agile for HR



Key learning outcomes

- Recognize common sources and signals of conflict in agile teams
- Use practical techniques to address conflict in a healthy, productive way
- Support inclusive dialogue and shared understanding
- Foster trust and accountability in team dynamics

Course modules

1. Understanding Conflict in Agile Teams
2. Responding to Conflict Productively
3. Conflict Management Techniques
4. The Role of Emotional Intelligence
5. Scrum Roles and Conflict
6. Building Healthy Team Norms

"You are engaged throughout the entire training. 10 out of 10 would recommend."

— Conflict Management Skills student

Interested in this course?
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