IPI Academy

MANAGEMENT forum



*Presented by*
**Management Forum**

# Conflict Management for Pharmaceutical Executives

**3-4 February 27**
+ 27-28 September 27

This highly effective four module webinar aims to help delegates to develop and hone their skills in resolving and managing conflict.

**Format:**
Live online

**CPD:**
12 hours for your records

Certificate of completion

# Course overview

**Effective conflict management is an essential leadership skill for pharmaceutical executives operating in complex, highly regulated and cross-functional environments.**

This highly practical four-module webinar provides participants with proven strategies, communication techniques and behavioural tools to prevent, manage and resolve workplace conflict.

Participants will learn how to manage difficult conversations, navigate challenging stakeholder relationships, communicate assertively and resolve conflict constructively across teams, functions and cultures.
Through interactive workshops, case studies and role-play exercises, delegates will practise conflict-resolution techniques in realistic pharmaceutical business scenarios.

**After the webinar, participants will have the opportunity to attend a complimentary, optional 45-minute virtual coaching session with the course tutor. This private and confidential session allows participants to reinforce their learning, explore key concepts in greater depth, and discuss how the content can be applied within their own workplace.**

## Benefits of attending

- **Understand** the root causes of workplace conflict and how to prevent issues from escalating
- **Recognise** the early warning signs of conflict and address issues proactively
- **Develop** practical techniques for managing difficult people, challenging stakeholders and emotionally charged situations
- **Build** effective communication and assertiveness skills for managing workplace conflict
- **Apply** proven conflict-resolution frameworks to achieve more constructive outcomes
- **Improve** your ability to influence and communicate effectively across all levels of the organisation

## Who should attend?

This training course has been specifically designed for professionals working within the pharmaceutical industry who wish to strengthen their conflict-management capabilities, improve communication effectiveness and enhance their leadership impact.

It is particularly valuable for executives, senior managers, team leaders, project managers and functional specialists who regularly navigate difficult conversations, stakeholder disagreements, competing priorities and cross-functional challenges.

# Programme

## Day 1

**Introduction**

- Understanding the root causes of workplace conflict and how conflict develops within pharmaceutical organisations
- Identifying the underlying drivers of conflict, disagreement and workplace tension
- Recognising and diagnosing different forms of workplace conflict and selecting appropriate resolution strategies
- Applying structured problem-solving and decision-making techniques to conflict situations
- Understanding the most common conflict challenges facing pharmaceutical and life sciences organisations today
- Assessing and developing the core competencies required for effective conflict resolution, stakeholder management and leadership communication

**Exploring and categorising the different types of conflict**

- Understanding the dynamics of conflict at individual, team and organisational levels
- Identifying barriers to successful conflict resolution in regulated, matrix and cross-functional environments
- Developing emotional awareness of both yourself and others; understanding how perceptions and cultural differences can influence conflict situations with stakeholders.
- Understanding how different thinking styles affect communication, decision-making and conflict resolution
- Adapting influencing approaches to manage conflict and gain stakeholder buy-in
- Managing conflict across diverse cultures, functions and global teams

**The 'Seven Lens Toolkit' for managing conflict**

- Assessing: researching facts, data and important information
- Envisioning: encouraging strategic thinking
- Testing: engaging in risk analysis and what if scenarios
- Approving: building trust and buy-in across cultures and functions
- Innovating: formulating creative ideas and solutions
- Delivering: developing and executing the action plan for dealing with conflict
- Self-assessment questionnaire: understanding your strengths and weaknesses

## Day 2

**Communication**

- Understanding communication strategies for preventing, managing and resolving workplace conflict
- Managing conflict effectively in remote, hybrid and face-to-face settings
- Using communication platforms to facilitate difficult conversations and conflict resolution
- Navigating hierarchical, matrix and cross-functional organisations during conflict situations
- Managing conflict and decision-making across diverse teams, functions and cultures
- Setting and managing stakeholder expectations during difficult conversations
- Understanding how differing values, priorities and perspectives contribute to workplace conflict

**Practical workshops with case studies and role play**

- Adapting communication and behavioural approaches to different conflict situations
- Understanding passive, aggressive and assertive communication styles
- Planning and structuring conflict-resolution discussions and difficult conversations
- Exploring realistic pharmaceutical conflict scenarios through facilitated case studies
- Practising communication techniques that prevent, de-escalate and resolve workplace conflict
- Developing practical assertiveness techniques for managing challenging stakeholders
- Managing emotionally charged situations and difficult personalities with confidence

**Conclusion**

- Complete a personal conflict-management profile, identify strengths and development areas, and create a tailored 5–10 point Personal Development Plan focused on communication, assertiveness and conflict-management effectiveness

# Presenter



**Robert Hersowitz**

Robert Hersowitz has established an international reputation as a management and management development consultant. He has spent the past thirty years designing and delivering programmes and workshops to a wide variety of organisations in Europe, the USA, the Middle East and Africa. His expertise is broadly based, working with middle and senior management in the private and public sector. He has trained and coached over 30,000 managers and executives.
Other assignments include long-standing projects with clients in the airports, industrial gases, information technology, financial services, pharmaceutical industries, govt., military and voluntary sectors.
He is a regular contributor to conferences as a keynote speaker and seminar leader both in the UK and abroad. He has written and published several articles and has contributed to a number of books on themes of Human Resource Development, Virtual Teams and Self Managing Teams for Prentice Hall and HRD Associates

# Course dates

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|---|---|---|
| **3-4 February 27** | **Live online**<br>09:30-17:00 **UK (London)** (UTC+00)<br>*Course code 16975* | GBP **999** ~~1,199~~<br>EUR **1,399** ~~1,679~~<br>USD **1,607** ~~1,919~~<br>**Until 09 Dec** |
| **27-28 September 27** | **Live online**<br>09:30-17:00 **UK (London)** (UTC+01)<br>*Course code 17299* | GBP **999** ~~1,199~~<br>EUR **1,399** ~~1,679~~<br>USD **1,607** ~~1,919~~<br>**Until 02 Aug** |

## How to book

**Online:**
ipi.academy/3115

Alternatively contact us to book, or if you have any queries:

**Email:**
info@ipiacademy.com

**Phone:**
+44 (0)20 7749 4749

## Discounts

- Booking more than one delegate on any one date qualifies for a **30% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

## Further information

**Fee**
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

**Please note**
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

**Terms and conditions**
The rest of the our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

## Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



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IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

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