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up to 70% SkillsFuture Funding

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DURATION

16-hours (2 Days) - including a 2-hour assessment

COURSE DATES

https://asktraining.com.sg/generative-ai-courses/#course-schedule

COURSE FEE

S$981.00 (inclusive of 9% GST)

Course Code: **TGS-2026066967**

Workplace Conflict Management with AI Reporting

COURSE SYNOPSIS

Workplace conflict may arise from differences in perspectives, responsibilities, communication styles, priorities and stakeholder expectations. If poorly managed, it can affect employee well-being, teamwork, productivity and organisational performance. This course equips supervisors, managers, HR professionals and emerging leaders to manage conflict constructively, safely and accountably.

Learners develop conflict management by analysing conflict signs, stages, causes and impact. They apply **organisational design** to examine how unclear roles, reporting relationships, decision rights, workflows and accountability contribute to disputes.

The course develops workplace violence capabilities by enabling learners to recognise warning signs and safety risks and apply appropriate reporting, referral and escalation procedures. Learners use **empathetic communication**, **emotional management**, **de-escalation**, **facilitation** and **negotiation** to clarify interests and achieve sustainable outcomes.

Stakeholder engagement and management and empathetic design are developed through stakeholder analysis and people-centred approaches addressing affected parties' needs, concerns and expectations. Through strategy execution, learners **translate resolutions into defined actions**, **responsibilities**, **timelines**, **monitoring** and **follow-up**.

Learners apply prompt engineering and technical report writing to produce structured **AI-assisted conflict reports** containing verified facts, incident chronology, stakeholder perspectives, evidence, decisions, agreed actions and recommendations. **Responsible AI** and **Generative AI** practices are reinforced through output verification, neutral language, confidentiality safeguards, bias checks and human accountability. Case studies, role-plays and reporting activities support practical workplace application.

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COURSE OBJECTIVES

By the end of this course, you should be able to:

- Analyse workplace conflict by identifying its signs, stages, underlying causes and potential impact, including organisational-design factors such as unclear roles, reporting relationships, decision rights, workflows and accountability.
- Determine appropriate governance and escalation responses by evaluating the roles, responsibilities, authority limits, safety risks and reporting requirements of employees, team leaders, managers and HR personnel in accordance with organisational policies and relevant legal and ethical considerations.
- Apply empathetic communication, de-escalation, facilitation and negotiation techniques to manage emotions, clarify underlying interests, generate options and achieve constructive and sustainable conflict outcomes.
- Engage and manage stakeholders using empathetic-design principles by analysing their experiences, interests, influence, concerns and expectations and developing people-centred approaches that establish common ground and support resolution.
- Develop and execute a conflict-resolution strategy that translates agreed outcomes into defined actions, responsibilities, timelines, monitoring measures, escalation points and follow-up arrangements while addressing relevant organisational-design issues.
- Design and refine prompts to produce an AI-assisted conflict report containing verified facts, stakeholder perspectives, decisions, agreed actions and follow-up requirements in clear and neutral language, while ensuring accuracy, confidentiality, human review and responsible AI use.

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COURSE OUTLINE

Topic 1
Foundations of Workplace Conflict

Topic 2
Governance, Accountability and Ethical Conflict Management

Topic 3
Communication and Conflict Resolution Techniques

Topic 4
Stakeholder Engagement and Conflict Management

Topic 5
AI-Enabled Conflict Reporting and Documentation

PROGRAMME FEE

S$981.00
(inclusive of 9% GST)

PROGRAMME FEE AFTER ELIGIBLE SWDA SUBSIDIES:

From S$351.00

(inclusive of 9% GST) after 70% SWDA Subsidies

Self-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Singapore Citizens ⩾ **40 years old**	S$900.00	70% SkillsFuture Funding	S$351.00
Singapore Citizens, PRs or LTVP+ Holders ⩾ **21 years old**		50% SkillsFuture Funding	S$531.00

SkillsFuture Credits can be used on top of existing subsidies

Company-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Small-to-Medium Enterprise (SME) Singaporean Citizens, PRs or LTVP+ Holders ⩾ 21 years old	S$900.00	70% SkillsFuture Funding	S$351.00
Non-SME Singaporean Citizens, PRs or LTVP+ Holders ⩾ 21 years old		50% SkillsFuture Funding	S$531.00
Non-SME Singaporean Citizens ⩾ 40 years old		70% SkillsFuture Funding	S$351.00

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