

WSQ: Master Conflict Resolution in the Workplace for Effective Leadership

(TGS-2025055382)



UP TO
70%
COURSE
SUBSIDIES

SFC
ELIGIBLE

UTAP
SUPPORT

PSEA
SUPPORT

COURSE OVERVIEW

Conflicts happen in every workplace—but how we deal with them makes all the difference. This hands-on course helps you recognise early signs of conflict, respond calmly, and support your team through tough situations. Learn how to manage disagreements before they escalate and build a more positive, respectful work environment. No prior leadership experience needed—just the desire to grow and improve.

LEARNING OUTCOMES

- Spot early signs of workplace tension and understand what causes them.
- Respond to conflict using respectful communication, negotiation, and resolution skills.
- Guide team members through conflict situations while applying your company's policies.
- Review whether your approach worked and learn how to prevent future issues.

PRACTICAL HANDS-ON ACTIVITIES



Case Study: Detect early indicators of conflict



Role-play: Experience mediation and negotiation



Case Study: Conflict Resolution Scenario



Role-play: Coaching for Conflict Resolution



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80 Bendemeer Rd, #01-08, Singapore 339949

SCAN ME



Duration

16 Hours (2 Days)
9:00 AM - 6:00 PM



Mode of Training

Classroom



Mode of Assessment

Written Assessment & Case Study

PREREQUISITES

- Minimum a NITEC certification or 2 years of work experience in any sector
- WPL Level 5 (Average of Reading, Listening, Speaking & Writing Scores)
- Proficient in using computers and smartphone

	Individual Subsidy		Corporate Subsidy	
	Singapore Citizens (21 - 39 years old) & SPR	Singapore Citizens (40 years old & above)	Non Small-Medium Enterprises (Non-SMEs)	Small-Medium Enterprises (SMEs)
Course fees	S\$1,000	S\$1,000	S\$1,000	S\$1,000
Course fees after SkillsFuture subsidy	S\$500 (50% subsidy)	S\$300 (70% subsidy)	S\$500 (50% subsidy)	S\$300 (70% subsidy)
Nett Course Fee (with 9% GST)	S\$590	S\$390	S\$590	S\$390
Additional subsidies (for covering remaining fees)	PSEA: PSEA eligible for Singapore citizens aged 30 & below SkillsFuture Credits: SkillsFuture Credits eligible for Singapore citizens aged 25 & above NTUC UTAP (up to 50%): NTUC UTAP reimbursement is capped at \$250 for members aged below 40 or \$500 for members aged 40 & above.		SkillsFuture Enterprise Credit (SFEC): can offset 90% of remaining fees. Absentee Payroll: Claimable up to \$4.50 per hour, capped at \$100,000 per enterprise per calendar year. Enterprise Innovation Scheme (EIS): - Annual tax deduction of 400%, OR - Convert 20% of course fees into cash payout.	



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