



**SCANDINAVIAN ACADEMY**  
For Training and Development

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# Course: Strategic Management & Conflicts Management and Problems Solving

Code	City	Hotel	Start	End	Price	Language - Hours
MT-680	Yerevan (Armenia)	Hotel Meeting	2026-08-31	2026-09-04	4950 €	En - 25

## Objectives of the program

- This course aims to provide participants with the skills and abilities that enable them to achieve strategic planning and administrative work in a way to enable them to control a business and achieve the desired goals and comprehensive quality properly.
- To Improve of the skills of participants in the diagnosis and identify the sources of the pressures of work and to identify their types and causes to increase their ability to face and manage effectively achieve business objectives, and introduce them to the relationship between health managers and administrative realization and effective ways and methods to maintain health as well as ways of dealing with crises and conflicts at work and the basics of face.
- To familiarize the participants of the importance of strategic planning and its role in the success of institutions
- To provide participants with scientific and practical Skill for the preparation and implementation of strategic plans skills.
- To familiarize participants with the types of strategic planning and its role in the success and achievement of the goals of the institutions.
- To familiarize participants with the advantages of good strategic planning.
- To familiarize participants formulation and planning the message and vision of the institutions.

## The Outline



- The concept of strategic planning.
- The importance of strategic planning and its role in the success of the institutions.
- Preparation and implementation of strategic plans.
- Strategic planning and its role in the organization.
- The formulation of the message and vision of the institutions.
- Scientific principles in strategic planning.
- Strategic planning stages.
- Types of strategic planning.
- It features good strategic planning.
- Who should be involved in the development of strategic plans.
- Types of strategic planning.
- Factors effective the strategic planning.
- Kaizen methodology (Kaizen) in improving the policy and functional operations.
- The rules of the strategic planning process.
- Effective plans Properties.
- The functions of managers and their role in modern organizations.
- Achieve effective administrative process skills.
- Sources of work stress and their symptoms.
- The reasons and types of work pressures and their impact on the effectiveness of the work
- Identify and diagnose the pressures faced by manager's skills.
- Methods and skills face the pressures of work.
- Disease of managers and their symptoms.
- Anxiety and stress on the health of the manager and the skills of the face to avoid these effects.
- Health managers and their impact on work and affected by it.
- Scientific methods of health prevention.
- How to deal with crises and conflicts
- Administrative requirements to deal with conflicts.
- Preparation and training of the Alosmoa team.
- Pre-authorization of the authorities.
- Planning for communications during conflicts.



- A future plan of action to counter the pressures of work and how to overcome them and maintain the health of managers.
- Familiarize participants with modern concepts and theories in analyzing problems and making decisions using the scientific method.
- Creativity to ask and evaluate alternatives possible solutions to address the problems of work.
- Evaluation and analysis of patterns and skills of creativity and innovation in making and decision-making and problem analysis
- Follow the scientific steps in solving the problems and overcome the common constraints
- Practical laboratory for how to cope with crises and conflicts at work.
- Cases and workshops process and applied
- Evaluation and conclusion of the program



The Scandinavian Academy for Training and Development adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training and Development.

### **Program Timings:**

- 9:00 AM to 2:00 PM in Arab cities.
- 10:00 AM to 3:00 PM in European and Asian cities.

### **The program includes:**

- A daily Coffee Break provided during the sessions to ensure participants comfort.