

Managing People, Minds & Conflict Certification

Today's people leaders need more than technical expertise—they must build positive cultures, earn trust, communicate clearly, and handle conflict well. This certification equips managers, team leaders, HR professionals, and people managers with practical tools across four modules: positive culture, trust and psychological safety, effective communication, and constructive conflict management and negotiation. The programme helps participants lead with confidence, empathy, and impact in real workplace situations.



Course Objectives

Upon completion of this certification, participants will be able to:

- 1** Apply appreciation-led practices to build a positive team culture that drives engagement and performance.
- 2** Build trust and psychological safety, enabling teams to speak up, collaborate, and contribute confidently.
- 3** Communicate with clarity and empathy across different personalities, situations, and levels.
- 4** Manage and resolve conflict constructively using appropriate styles and facilitation techniques.
- 5** Apply negotiation principles to reach fair agreements that address interests and strengthen relationships.

Key Learning Outcomes

By the end of this certification, participants will be able to

- ▶ Cultivate a positive team culture through appreciation, recognition, and reinforcement that boost morale and performance.
- ▶ Establish trust and psychological safety through credible leadership and an open, accountable team environment.
- ▶ Lead through effective communication, including active listening, constructive feedback, and adaptable messaging.
- ▶ Manage conflict constructively by understanding triggers and styles, de-escalating tension, and facilitating resolution.
- ▶ Negotiate fairly using principled approaches that focus on interests and strengthen relationships.



**DR.
KEITH CHAU**

Dr. Keith Chau Senior Consultant, School of Professional Education and Executive Development, The Hong Kong Polytechnic University, brings 20 years of expertise in talent management, corporate strategy, and performance. He advises CEOs across industries, conducts in-house training, and consults on staff engagement, design thinking, emotional marketing, and succession planning for private and public sectors in Hong Kong, Macau, and China.



**DR.
JOEY WAN**

Former Chief Drucker Educator, and Adjunct Lecturer at HKU SPACE, has 12 years of experience training senior executives in multinational firms, non-profits, and government. Specializing in entrepreneurial intention, he shares insights on talent management, leadership, and innovation. Formerly GM (Asia Pacific) for Prince of Peace Group.



**MR.
ERWIN CHAN**

Erwin Chan is an Organisational Psychologist and Principal Consultant at Expivotal Consultancy, specializing in employee mental health, cross-generational communication, and leadership development. He has delivered 70+ psychology-based corporate training programs and advised public and global organizations across 24+ industries on performance and wellness challenges.

Additionally, Erwin serves as a guest lecturer at Hong Kong tertiary institutions, teaching Organisational Behaviour and Occupational Health Psychology to bridge academic principles with practical workplace strategies.

MODULE 1



Managing People through a Positive Culture

- Introduction to Appreciative Inquiry: Shaping organizational culture through positive change.
- Understanding the importance of appreciation in team dynamics and performance.
- Exploring the benefits of an appreciative culture, including increased engagement and motivation.
- Techniques for expressing gratitude and recognition within the team.
- Building a culture of celebration and positive reinforcement.

MODULE 3



Effective Communication for People Leaders

- Understanding the role of communication in shaping team culture, alignment, and day-to-day performance.
- Exploring common communication barriers in the workplace, including assumptions, bias, and mismatched communication styles.
- Techniques for active listening, clear messaging, and giving feedback that motivates rather than discourages.
- Adapting your communication approach to different personalities, situations, and levels of seniority within the team.
- Building habits of open dialogue, regular check-ins, and constructive two-way communication across the team.

MODULE 2



Building Trust and Psychological Safety

- Understanding what trust and psychological safety mean in a team setting, and why they are essential for performance and collaboration.
- Exploring the link between trust, open communication, and employee engagement, retention, and innovation.
- Techniques for demonstrating credibility, reliability, and consistency as a people leader.
- Creating an environment where team members feel safe to speak up, share ideas, and admit mistakes without fear.
- Building practices that sustain trust over time, including accountability, transparency, and repairing trust when it is broken.

MODULE 4



Constructive Conflict Management

- Understanding the nature of workplace conflict, including its causes, triggers, and impact on team morale and productivity.
- Exploring different conflict styles and when to compete, collaborate, compromise, avoid, or accommodate.
- Techniques for de-escalating tension, facilitating difficult conversations, and guiding team members toward resolution.
- Applying negotiation principles to reach fair, sustainable agreements that address interests rather than positions alone.
- Building a team culture that treats conflict as a normal part of collaboration and uses it to strengthen relationships and outcomes.

DATE 9/1 | 16/1 | 23/1 | 30/1/2027 (All Saturdays)

TIME 10:00-17:00

VENUE PolyU Hung Hom Bay Campus | PolyU Main Campus

MEDIUM OF INSTRUCTION

Cantonese supplemented with English

COURSE FEE \$7,900 ▶ **\$6,900** **Early Bird**

(Enroll on or before 9/12/2026 to enjoy the early bird discounts at HK\$ 6,900)

TARGET AUDIENCE

People leaders, managers, supervisors, and HR professionals across all industries.

CERTIFICATION

Students who have attended at least 80% of the course will be presented with a Certificate awarded by PolyU SPEED. Additionally, students can apply for membership with the Institute of Administrative Management through the Association for Talent and Management.

ENQUIRY

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