

## WEB CODE: RH17SF

**PRICE:** from 1500 € excl. taxes  
In-company contact us for a quote

**Time:** 14 hours (2 days)

### Target audience

People in managerial positions or those facing conflict situations

**Participants:** 4 à 10

### Prerequisites

No prerequisites

### Training team

Training provided by a human resources expert

### Educational objectives

**Diagnosing** the causes of a conflict  
**Controlling** your own reactions in a conflict situation

**Moving** towards a positive conflict resolution strategy

### Educational approach and techniques

Reception of trainees in a dedicated training room

Training materials

Analysis tools, a conflict resolution structure, and appropriate behavioural tools

Concrete case studies

Real-World Simulations

### Evaluation and follow-up of the training

Attendance sheets

Evaluation of the skills acquired during the session in the form of exercises

Training evaluation forms

Training certificate

## Conflict Management

This management training course enables you to: Identify the different types of conflicts, Identify the strategy of the counterpart to devise a negotiation scenario, Broaden the possibilities of conflict resolution and anticipate future disputes.

### Training Content

- **Module 1 Identifying and uncovering conflict**
  - ✓ Identify the cause and effect of a conflict
  - ✓ Understand the mechanism of a conflict
  - ✓ Gain a holistic view and understanding
  - ✓ Identify the main underlying causes
- **Module 2 Self-awareness in a conflict situation**
  - ✓ Identify common responses to conflict
  - ✓ Diagnose one's own behavior in a conflict
  - ✓ The role of emotions and beliefs
- **Module 3 Understanding the strategy of your counterpart(s)**
  - ✓ Understand your counterparts' mindset
  - ✓ Point out motivations, interests, and hidden projects
- **Module 4 Restoring positive communication**
  - ✓ Know how to take a clear look at oneself and the situation
  - ✓ Hold the meeting
  - ✓ Master the tools of good communication
  - ✓ Be flexible and tolerant
  - ✓ Changing mindsets
- **Module 5 Managing conflict with a third party**
  - ✓ Identify the stage of the conflict
  - ✓ Testing the "good faith" of the person you communicate with
  - ✓ Using a Mediator
  - ✓ Using an arbitrator as a last resort
  - ✓ Imagine and propose negotiated solutions
- **Module 6 Consolidating the future and anticipating**
  - ✓ Consolidating the exit from conflict
  - ✓ Making commitments and following up on them
  - ✓ Maintaining team cohesion and cooperation