

# MANAGING CONFLICTS WITHIN AN ORGANISATION

 **Dates and duration to be agreed**

 **Location to be agreed**

Contact us for a customised quote

## OBJECTIVES

- Know how to identify the source of conflict situations in order to prevent risks of tension.
- Master the analysis tools required to understand the behavioural patterns and to resolve conflicts by strengthening synergy within your team.

## THE + OF YOUR TRAINING

- - Teaching progression which encourages acquiring tools and methods that can be directly applied to the participants' professional environment;
- Importance given to exchanging experiences, practical work and case studies;

## CONCERNED AUDIENCE

Managers

## GOOD TO KNOW

Example of a 3 to 5 days programme

## PEDAGOGICAL PROGRAMME

### Module 1

#### **Analysing and preventing conflict situations**

- Determining the types of conflict: interpersonal and/or organisational.
- Evaluating the conflict's issues and risks in order to best handle them.
- Analysing the warning signs of a conflict situation.
- Analysing the behavioural mechanisms (confrontation, blocking, unsaid things, aggressiveness, violence, etc.) and changing the way in which you understand these phenomena.
- Understanding the issues and strategy of the various actors.



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### Module 2

#### **Managing conflicts by finding solutions with your team**

- Selecting your method of intervention: negotiation, arbitration, mediation.
- Quickly clarifying the constraints and objectives (what comes from me, from the other person, context).
- Changing the conflict into a problem to be solved; structuring the relationship and the context of the exchange.
- Finding the appropriate words and effective physical attitudes, developing and strengthening self-confidence.
- Internally and externally communicating on the conflict.
- Negotiating the conflict's resolution.



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 **Prerequisites :** Have held or currently hold a position related to the training theme