

Prevent and Manage Conflict at work

Duration: 1 day

Audience: Pour tous

Who is this training for?

Anyone who wants to be able to better intervene in a conflict situation, whether they are in a position of authority or not.

Training objectives

- Identify challenges related to conflict prevention and management
- Clarify roles and responsibilities in conflict management
- Understand the sources and different phases of conflict
- Detect different difficult personalities
- Appropriate a model of intervention in conflict situations
- Promote dialogue through targeted communications

Summary

This training allows you to be able to better intervene in a conflict situation, whether it is in a position of authority or not. You will explore the different sources and phases of conflict, detect difficult personalities and appropriate an intervention model to foster dialogue through targeted communications.

Course outline

Conflicts

- What is a conflict?
- The different sources of conflict
- The model of the communication process
- Harassment
- The components and phases of a conflict

Conflict management

- Conflict management styles
- The solution lies in communication
- The conflict management process

Mediation or principled negotiation

- Conflict mediation
- The 5 steps of the intervention process
- The conditions for success

Difficult personalities

- What is delicate behaviour?
- What is a difficult personality?
- The different types of difficult personality

Approach and methodology

Interactive lectures to understand key concepts related to conflict and its management. Case studies and scenarios to apply strategies in realistic contexts. Practical exercises to help develop communication and conflict management skills. Group exchanges and sharing of experiences to enrich perspectives and practices. Individual reflections to analyse their behaviour and adapt their interventions

Recommendations

This training is aimed at anyone wishing to improve their ability to intervene effectively in conflict situations, whether they are in a position of authority or not. It is recommended to come with concrete situations experienced in order to promote links with practice and facilitate the application of strategies. An openness to personal reflection and questioning allows you to better understand your reactions to conflicts and to improve your interventions. Active participation in exchanges, exercises and simulations promotes the integration of communication and conflict resolution tools. Putting what

you have learned into practice in your workplace is essential to consolidate the skills you have developed.