

Conflict Management : Prevention and Resolution for a Pleasant Workplace

DESCRIPTION

This course is designed for individuals wishing to collaborate in a team or to acquire this skill in order to reach their objectives through partnership.

Participants will learn to stay calm, attentive and firm when faced with aggressive behavior. They will learn to analyze conflicts and their causes, and to apply appropriate strategies. They will learn to act with clarity when working towards a common objective, so as to intervene effectively in the resolution of interpersonal conflicts.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Detect conflictual situations and behaviors,
- Use adequate interpersonal skills and behaviors in order to prevent or resolve conflict,
- Use conflict as positive leverage in the resolution of problems.

COURSE CONTENT

CONFLICT

- Introduction
- The stakes
- Conflict : positive or negative element ?
- Conflict or problem ?
- The nature of conflicts
- Emotional reactions
- The psychology of anger
- Steps of a conflict
- Obstacles in conflict resolution

CONFLICT RESOLUTION STRATEGIES

- Own reactions to conflict
- Conflict management styles
- Conflict management strategies

REQUIRED SKILLS FOR CONFLICT RESOLUTION

- Self-confidence and self-assurance
- Assertiveness
- Positive attitude
- Mastering own emotions
- Interpersonal adaptability
- Communication skills
- Active listening
- Questioning
- Negotiation skills

CONFLICT RESOLUTION

- Choosing the appropriate strategy
- Elaborating and implementing a collaboration strategy

PERSONAL ACTION PLAN



COURSE SPECIFICATIONS



FORMAT

- In-house



DURATION

Training is given in a day (6 hours).

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

Any individual needing to collaborate within his organization, his team or with external partners.



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



LANGUAGE

Available in:

- French
- English



CERTIFICATION

Training Certificate

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