GREENLIGHT
PROJECT MANAGEMENT
SPAIN – PORTUGAL – SWEDEN – ITALY – QATAR – UK – PANAMA – USA

CONFLICT MANAGEMENT & RESOLUTION (CMR)
(2 day, 16 hours, 16 PDUs)
(VCT: 14 hours, 14 PDUs)
3*3 hours with trainer and 5 hours of individual studies

Conflicts at work are inevitable. We can mainly distinguish two types of conflict: task conflict and relationship ones.
Task conflicts result from different opinions ideas & viewpoints. Relationship ones are more related to values, norms and beliefs. When detecting a conflict we have to adopt the most effective behavior to solve or negotiate them without damaging the personal relationships and to avoid dramatic negative impact on productivity and morale or motivation.

AFTER THE COURSE YOU WILL

❖ Have a deeper insight in conflict management and resolution.
❖ Know more about your tendencies when approaching conflicts.
❖ Be able to decide the best way to deal with different conflicts.
❖ Better understand the negotiation side to conflict solving.
❖ Be aware the impact of communication in conflicts.
❖ Avoid conflict impacting in personal relationships.

SUBJECTS

❖ Sources of conflicts at work
❖ The five ways to manage conflicts, Thomas-Kilmann model
❖ Identify your most common ways to deal with conflicts.
❖ Work place conflict resolution:
  ✓ Listen actively
  ✓ Avoid miscommunication
  ✓ Leverage differences to create value.
  ✓ Empathy: our perceptions are usually based on self-interest

TRAINING METHODS

❖ We apply a training method based on learning by doing". This means optimizing your learning by combining the trainer's input with your own experience and active participation.
❖ During the course, great effort will be spent on personal feedback, given in connection with role plays and different exercises.
❖ At the end of the course each participant will set up a personal action plan for their future work.

TARGET GROUP

Project managers, team leaders and in general any person working in projects or other organizational groups.

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