

CONFLICT MANAGEMENT

(CFM)

(1 day, 8 hours, 8 PDUs)

Managing conflict at work is a challenge that many people don't know how to overcome. Unresolved conflicts may have a dramatic negative impact on productivity and morale or motivation. There is no appropriate or inappropriate strategy to deal with conflict. The best to do, when detecting a conflict, is to adopt the most effective behavior to solve or negotiate it without damaging the personal relationships.

AFTER THE COURSE YOU WILL

- ❖ Have a deeper insight in conflict management.
- ❖ Know more about your personal approach to 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.

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.

SUBJECTS

- ❖ Conflict Management:
 - ✓ Definition
 - ✓ Conflicts and innovation.
 - ✓ Toxic conflicts in organizations.
- ❖ The 2 dimensions of behavior in conflicts:
 - ✓ Determination.
 - ✓ Cooperation.
- ❖ Thomas Kilmann Model:
 - ✓ Identify your most common ways to deal with conflicts.
 - ✓ The 5 ways to manage conflicts
- ❖ The impact of verbal and non-verbal communication in conflicts.

TARGET GROUP

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