



Conflict management

2 days

ENG03

Objectives

Improve your understanding of others.
Prevent and handle conflicts.

Prerequisites

None

Who should attend

People involved in or leading interpersonal relationships in a professional environment.

Course principles

Interactive methodology.
Presentations
Exercises and role play

Follow-up

Post-training level evaluation

1. Practice communication based on active listening.

- Communication principle
- Let's get on the same wavelength
- Let's share our representation of the communication.
- Get your messages through in a better way
- Our perceptions differ from reality.
- We don't tackle situation neutrally
- Let's avoid bottlenecks.
- Develop active listening.
- Rephrasing practice

2. Prevent and handle conflicts.

- Suitable behaviors in conflict situations,
- General principles: oral and non-verbal communication.
- Common behaviors in conflict situations
- Identify your behavior in a conflict situation
- Pros and cons of each type of attitude

3. How to solve different natures or levels of conflicts

4. How to handle extreme personalities: violence, aggression, dishonesty