

Management Conflicts in your Team

-Référence: **IE-25**

-Durée: **2 Jours (14 Heures)**

Les objectifs de la formation

A qui s'adresse cette formation ?

POUR QUI :

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- Team/project managers wishing to acquire the techniques required to prevent and solve conflicts in their teams.

Programme

- **Identifying different types of conflicts**
 - Getting to know various sorts of conflicts, their reasons and mechanisms
 - Understanding where conflicts come from, how they develop and how they are provoked or amplified
 - Determining what constitutes conflicts and their real causes
 - Assessing what is at stake for each partner in conflict situations
 - Exercise group discussion : solutions and presentation of best practice.
- **Solving underlying conflicts**
 - Anticipating conflicts : Revealing your team's needs ; Listening to their expectations
 - Improving your self-assertiveness : Understanding and accepting your team members' emotions as well as your own.
 - Exercise video role-play : being more assertive to solve conflicts more efficiently.
 - Group debriefing session.
- **Solving direct conflicts**
 - Discovering regulation techniques : Leading mediation sessions : asking questions and listening in a neutral way ; Repeating, synthesizing and refusing ideas
 - Avoiding direct conflicts : Defining strategies and determining realistic options ; Reaching a

Programme

consensus, offering the best replacement solution

- Dealing with after-conflict phases : After the crisis, analysing the conflict causes and evolution ;
Taking stock of your strong and weak points to improve your management skills.



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Nous sommes à votre disposition :
De Lun - Ven 09h00-18h00 et Sam 09H00 – 13H00

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