

Managing conflicts at work

-Référence: **IE-30**

-Durée: **2 Jours (14 Heures)**

Les objectifs de la formation

A qui s'adresse cette formation ?

POUR QUI :

Programme

- **What is conflict?**
 - The symptoms.
 - From discomfort to crisis, how conflicts escalate.
 - Recognising conflict and potential triggers when they arise.
 - Underlying causes of conflict.
 - Issues, behaviours and feelings.
- **Conflict at Work and what it says**
 - How conflict manifests itself.
 - What conflict tells us about an organisation? When conflict is positive.
- **Consequences of Conflict**
 - How we are affected by conflict.
 - The impact of conflict on the organisation.
 - The cost of conflict.
 - Exercise Analysis of workplace conflicts and their origins.
- **Willingness to Resolve**
 - Diagnosing who is the problem.
 - Why people over-react and are unwilling to resolve problems.
 - Identifying your own blockages and what to do if you are the source.

- Managing people who do not seek a resolution.
- Exercise Identifying your preferred style and adapting your approach to suit the situation.
- **Managing Emotions**
 - Dealing with anger and stress.
 - Keeping your emotions at bay, especially when others are upset.
 - Strategies to minimise hostility and defensiveness.
- **Building Positive Relationships**
 - Building trust and respect to keep relationships positive.
 - Reframing the perceptions of others.
 - Establishing and recognising what is important for others.
 - Confronting difficult situations constructively.
- **Managing and Resolving Conflict**
 - Self-awareness and personal prejudices.
 - Encouraging greater openness from others.
 - Individual reactions to conflict.
 - Emotional triggers.
- **Working with Others to Resolve Conflict**
 - Reality check.
 - Positions and interests.
 - Joint problem solving.
 - Defusing tensions.
 - How mediation works.
 - The stages of mediation Conflict management strategies Exercise We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



(+212) 5 22 27 99 01



(+212) 6 60 10 42 56



Contact@skills-group.com

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

Angle bd Abdelmoumen et rue Soumaya, Résidence Shehrazade 3, 7ème étage N° 30
Casablanca 20340, Maroc