

Conflict Management (CONM)

ID CONM Price 1,450.— €_{excl. VAT} Duration 2 days

Who should attend

Specialists and managers at all levels, project managers, consultants and all employees who have to and want to resolve conflicts.

Prerequisites

No prerequisites required

Course Objectives

You learn to recognize conflicts in time and to use early warning systems.

You are able to deal with the different types of conflict and know about the appropriate resolution strategies.

In practical exercises you try out successful communication tools and strategies and are thus more efficient in dealing with conflict situations.

You develop your own strategies and can integrate them into your everyday life.

Course Content

Recognize conflicts

- Causes and triggers
- Recognize potential for conflict
- Use signs in time

Conflict types

- Distinguish types of conflict
- Resolve conflicting goals and valuation conflicts
- Strategies for dealing with relationship conflicts

Escalation levels in the conflict

Positive aspects of conflict

Styles of conflict

- recognize one's own conflict style
- Generating consensus in conflict
- Negotiation techniques in conflict situations

Conflict resolution strategies

- Solving conflicts as a person involved
- Moderating conflicts
- Communication tools in everyday life
- Phases of a conflict conversation
- Dealing with resistance

Conversation exercises and reflection

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Training Centres worldwide



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