

## Conflict Management (CONM)

ID CONM Prix 1 450,- € (Hors Taxe) Durée 2 jours

### A qui s'adresse cette formation

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

### Pré-requis

No prerequisites required

### Objectifs

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.

### Contenu

#### 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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## Centres de formation dans le monde entier



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