

# Managing Conflicts

Hands-on course of 2 days - 14h

Ref.: GDF - Price 2024: €1 390 (excl. taxes)

Conflict in the workplace is inevitable from time to time, and it can have a detrimental effect on personal and team performance unless it is managed well. This course offers strategies and tactics that can be used to manage conflict effectively. It will help you to recognise the causes of conflict at work and the effects it can have on performance. You will be shown different ways of handling conflict as well as tips on how to resolve specific conflict situations. You'll also explore your own role in creating a positive work environment to minimise conflict within your team. By the end of the course participants will be able to:

- Understand conflict development/resolution
- Understand how to get at the root cause of difficult behaviour
- Be able to distinguish between aggression, assertion and submission
- Have developed the skill to handle a variety of everyday confrontational situations
- Feel more comfortable in confronting people and emotions rather than avoiding them.

Scenarios, role-playing.

## THE PROGRAMME

last updated: 01/2018

### 1) 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.

### 2) Conflict at Work and what it says

- How conflict manifests itself.
- What conflict tells us about an organisation?
- When conflict is positive.

### 3) 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.*

### 4) 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.*

### 5) Managing Emotions

- Dealing with anger and stress.

#### PREREQUISITES

Anyone who wants to learn ways to deal with people with whom they have a difficult relationship or who have different ways of working. Managers who wish to develop their people skills, with particular emphasis on dealing effectively with the individual.

#### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

#### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

#### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- Keeping your emotions at bay, especially when others are upset.
- Strategies to minimise hostility and defensiveness.

#### 6) 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.

#### 7) Managing and Resolving Conflict

- Self-awareness and personal prejudices.
- Encouraging greater openness from others.
- Individual reactions to conflict.
- Emotional triggers.

#### 8) 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.

## DATES

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REMOTE CLASS

2024 : 08 Jul, 21 Oct