

# Managing conflicts using the DESC method

Hands-on course - 3h30

Ref.: 9DE - Price 2024: CHF410 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Remain neutral and avoid ascribing intentions to others

Defuse and regulate tensions through genuine sharing

Get out of the conflict by jointly finding solutions that are satisfactory for both parties

## TEACHING METHODS

A useful half-day workshop to clarify the steps in the DESC method through practical exercises and interactive games, and apply this technique to concrete situations.

## THE PROGRAMME

last updated: 10/2022

### 1) Describing the situation based on facts (Describe)

- Decipher the link between the stimulus and its consequences.
- Differentiate between the notions of observations, facts, opinions, interpretations, generalisations, judgements and feelings.
- Remain objective in all situations by focusing on actions, not people.

*Hands-on work* : Quiz on the notion of observations. An analytical exercise to differentiate facts and opinions. Joint discussions: differentiating facts from opinions and feelings. Practice.

### 2) Expressing the consequences (Express)

- Clarify the mechanism, from stimulus to emotion.
- Take the time to identify and accommodate your emotions, and identify the link with your bodily feelings.
- Speak using "I" and avoid "you".

*Hands-on work* : Discussions and feedback. Game on emotions. Quiz on personal emotions. Practice.

### 3) Searching for solutions together

- Open up the dialogue and work towards solutions.
- Dare to be surprised by the appearance of new lines of approach.
- Differentiate between deep need and practical means.

*Hands-on work* : Exercise on formulation choices. Game on universal needs. Practice.

### 4) Concluding (Conclude)

- Formalise the agreement and mutual commitment.
- Schedule an assessment if necessary.
- Show gratitude and offer thanks.

*Hands-on work* : Summary: case study and/or scenario. Role play (optional) on situations encountered in daily professional life.

## 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 to review your request and its feasibility.

# DATES

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REMOTE CLASS  
2024 : 01 Jul, 14 Oct