

# Managers: Preventing and managing conflicts

Hands-on course of 2 days - 14h

Ref.: COF - Price 2024: CHF1 530 (excl. taxes)

Sharing experiences, discussing practices. Filmed scenarios.

## THE PROGRAMME

last updated: 01/2018

### 1) Identifying different types of conflicts

- Getting to know various sorts of conflicts, their reasons and mechanisms
- Understanding where conflicts come from, how they develop and how they are provoked or amplified
- Determining what constitutes conflicts and their real causes
- Assessing what is at stake for each partner in conflict situations

*Exercise : group discussion : solutions and presentation of best practice.*

### 2) Solving underlying conflicts

- Anticipating conflicts : Revealing your team's needs ; Listening to their expectations
- Improving your self-assertiveness : Understanding and accepting your team members' emotions as well as your own.

*Exercise : video role-play : being more assertive to solve conflicts more efficiently. Group debriefing session.*

### 3) Solving direct conflicts

- Discovering regulation techniques : Leading mediation sessions : asking questions and listening in a neutral way ; Repea
- Avoiding direct conflicts : Defining strategies and determining realistic options ; Reaching a consensus, offering the b
- Dealing with after-conflict phases : After the crisis, analysing the conflict causes and evolution ; Taking stock of you

### 4) Dealing with specific conflicts

- Facing violent conflicts : Getting over relational dead ends ; Dealing with difficult personalities: angry people, syste
- Mastering conflicts in specific management situations : Appraisal interviews ; Situations in which delegating responsibi

## DATES

REMOTE CLASS

2024 : 08 Jul, 10 Oct

### 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.