

MANAGE CONFLICTS

Objectives

- Have criterias to notice hidden conflicts sources
- Decide objective conditions resolution and carry them out
- Optimize results as you manage to prevent from escalation leading to conflict
- Know how to get out of a conflict and build the relation back
- Distinguish conflict and tension in a negotiation

Concerned people

Every business occupations

Duration

2 days

Know-How acquired

Being able to forecast and get out of chaos

Making a difference between tension, disagreement, conflict or crisis
Which senses, which sources, which stakes?
Notice a bad communication symptoms
Making your own diagnosis

Know how to regulate tensions

Measure the tension level: pressure or stimulation?
What is right and fair: get out of your vision
Integrate the other one, and know how to take him into account
Developping your observation and attention, about the signs sent by the other person
Using the step by step resolution approach
Know how to be watchful about excess and balance

How to handle with crises?

Knowing how to accept grievances and resentments
Noticing waste risks
How to cope with disqualification, threat or trial by speculation?
How to make a difference between level 1 symptoms (temporary) and level 2 symptoms (structural)
How to refocus the dialogue in case of obstruction (flight, debate, bad faith, obstinacy)?

Forecast and solve conflicts

Knowing how to notice power stakes
Knowing your reaction profile in a conflictual situation: risks, assets, handicaps
How to inhibit the conflict risks?
Why getting involved in a conflict?
Handle with the conflict end