

Manage, prevent and control conflicts



ML-47 2 Days (14 Hours)

Description

Managing also sometimes means facing conflict situations with or between your colleagues. This internship will allow you to understand the methods, acquire the reflexes and managerial attitudes necessary for managing conflicts in your team.

Who is this training for ?

For whom

Team managers and project managers.

Prerequisites

None

Training objectives

- Know the different types of conflicts and their causes
- Anticipate a latent conflict through assertiveness
- Adapt the regulatory tools to resolve an open conflict
- Manage a conflict during operational interviews
- Control your emotions and those of your interlocutor to emerge from violent conflict

Training program

Identifier la nature des conflits

- Know the different types of conflicts, their causes and their mechanisms.
- Identify the warning signs, triggering elements and amplifying phenomena.
- Determine the nature of the conflict, its true causes.
- Assessing the issues and consequences.
- Practical work: Sharing experiences and exchanging practices.

Désamorcer un conflit latent

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We are at your disposal De Lun - Ven 09h00-18h00

- Anticipate conflict.
- Determine the expectations and needs of your colleagues.
- Welcome their requests and demands.
- Assert yourself to better defuse conflicts.
- Understand, accept your emotions and know how to deal with those of your interlocutors.
- Develop your assertiveness.
- Recognize the three types of attitudes conflicts: the victim, the persecutor and the savior.
- Practical work Situations be assertive to defuse a conflict.
- Get away from psychological games.
- Debriefing collective.

Résoudre un conflit ouvert

- Appropriate regulatory tools
- Intervene as a mediator: question and listen neutrally.
- Know how to reformulate, argue and refute.
- Develop a conflict avoidance strategy.
- Define room for maneuver, determine feasible options.
- Find a consensus, propose the best alternative solution.
- Practical work: resolving a conflict with the mediator.
- Collective debriefing.

Gérer des conflits dans des situations de management

- Resolve a conflict during an evaluation interview.
- Manage conflicts due to delegation situations.
- Practical work: Filmed scenarios: resolve a conflict during an evaluation interview or a delegation mission.
- Collective debriefing.

Traiter les conflits violents

- Get out of the relational impasse.
- Control your emotions and those of your interlocutor.
- Practical work: Simulations with difficult personalities.
- Manage difficult personalities.
- Analyze behavior in difficult situations.
- Debriefing focused on managing emotions.

Accompagner l'après-conflit

- Return
- Capitalize to progress in your management.
- Practical work: Feedback and implementation of an action plan.