

Manager: manage conflicts on a daily basis



ML-85 2 Days (14 Hours)

Description

Conflicts are an integral part of professional life. Indeed, many situations faced by individuals and teams can lead to conflictual relationships. Faced with conflict, the helpless manager often lets the situation deteriorate and thus causes a loss of efficiency in his team. The manager must face these difficult situations while preserving the relationship. During this conflict management training the following will be covered: interpersonal conflict; the conflict in his team. Beyond the techniques, this training will provide managers with the ability to regulate and make conflict a real opportunity for individual and collective progress.

Who is this training for ?

For whom

Any manager, hierarchical or transversal, project manager who wishes to deal with conflicts and maintain their managerial legitimacy.

Prerequisites

Aucune

Training objectives

- Diagnose and analyze the different types and levels of conflicts.
- Recognize your sphere of influence to deal with conflict.
- Mobilize your internal resources in a conflict situation.
- Gain comfort and efficiency in conflict management.
- Regulate and get out of conflicts, in your role as manager.
- Address post-conflict effectively, regain confidence.

Training program

Différencier problème, tension, crise et conflit

- What is conflict?
- How and why conflict?
- Manager: should we always avoid conflicts?
- Know the main causes and triggers of conflicts.
- Understand the conflict dynamics: from perceptual bias to rupture.
- Project yourself into the post-conflict period to position yourself with efficiency.
- Scenario

Adopter des comportements efficaces pour sortir des conflits

- Identify the actors' strategies: differentiate constraint and power.
- Identify and use your room for maneuver to manage the conflict.
- Question to limit interpretations and manage your emotions with the 'metamodel'.
- Adopt an attitude of openness to restore trust.
- Recognize 'psychological games' to master them and not reproduce them.
- Envision the future once the conflict is resolved.
- Scenario

Assumer ses responsabilités face aux conflits

- Become aware of what in your managerial behavior can generate conflicts.
- Take a step back to accept your own mistakes and deal with your emotions.
- Put situation

Sortir des conflits par la régulation, la médiation ou l'arbitrage

- Regulate using the 'DESC' tool to avoid escalation.
- Set up a regulation process.
- Use arbitration at the right time to respond to emergency or blockage situations.
- Implement new rules of the game.
- Scenario