

Improve the social climate and manage possible conflicts



DTRS-1 2 Days (14 Hours)

Description

Periods of uncertainty or crisis are times conducive to the deterioration of the social climate and the development of social conflicts. Beyond the costs generated by these conflicts, such a situation destabilizes a company and can give rise to a global crisis. Maintaining a good social climate and preventing conflicts are therefore real challenges. If conflict breaks out, knowing how to deal with it is just as essential. This training provides the keys to detecting and preventing social tensions as well as a methodology and tools to resolve conflict situations.

Who is this training for ?

For whom

Manager and operational manager. HR director and functional manager in charge of maintaining social balance.

Prerequisites

None

Training objectives

- Detect and prevent social tensions.
- Decipher the strategies of union actors.
- Know how to deal with conflict.

Training program

Améliorer le climat social : détecter, prévenir les tensions sociales

- Identify and analyze social tensions.
- Set up a social climate survey, monitoring, dashboards and indicators.
- Benchmark yourself using to the Skills Campus survey.
- Implement an action plan.
- Take care of communication, particularly during times of change.
- Support managers in proximity in the prevention of social tensions.
- Understand how individual tensions can lead to collective conflicts.

Agir sur l'événement déclenchant pour désamorcer les risques de conflit

- Distinguish the union strategies implemented.
- Use leaflets and social literature.
- Promote good social dialogue.
- Take action to resolve emerging conflicts.

Maîtriser le droit syndical et de grève

- Know the rights and duties of strikers and union delegates.
- Know how to use legal recourse.

Gérer le conflit, communiquer et agir à chaud et sortir du conflit Repérer les différentes étapes d'un conflit.

- Act tactically by alternating authority, exchange and negotiation with social partners.
- Involve management.
- Organize the crisis unit.
- Communicate internally and externally about the conflict.
- Exit the conflict and prepare for post-conflict.