



International Training
Center Paris

TRAINING SCHEDULE

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CONFLICT RESOLUTION AND MANAGEMENT

Overview:

Conflict is inevitable in any workplace, but how you manage and resolve it can make all the difference. This 5-day Conflict Resolution and Management training will provide you with the skills and knowledge to handle conflicts effectively and professionally, creating a more harmonious work environment. You will learn about different conflict resolution strategies and techniques, as well as how to effectively communicate and negotiate in high-stress situations. The program also covers ways to identify and address the root causes of conflict, preventing future conflicts from arising.

Training Objectives:

- Understand the nature and types of workplace conflicts
- Learn how to identify and address the root causes of conflict
- Develop skills for effective communication and negotiation in high-stress situations
- Learn various conflict resolution strategies and techniques
- Gain confidence in handling difficult situations and conversations
- Develop the ability to facilitate mediation and conflict resolution meetings
- Learn how to create a positive and productive work environment

Conflict Resolution and Management is an essential skill set for any leader, manager, or team member to have. By attending this five-day training program, you will learn how to effectively resolve conflicts and manage them in a way that benefits the team and organization. You will also gain the skills and knowledge needed to create a positive and productive work environment that encourages open communication and constructive problem-solving. With these skills, you can help your team and organization achieve greater success and reach their full potential.

Targeted Groups:

- Managers dealing with team conflicts
- Human resources professionals
- Team leads navigating interpersonal issues
- Leaders looking to create harmonious work environments
- Professionals aiming to handle disagreements constructively

Planning:

Day 1: Understanding Workplace Conflict

- Types of conflicts in the workplace
- Common causes of conflict
- The impact of conflict on individuals and teams

Day 2: Effective Communication and Negotiation Skills

- Communication styles and how they impact conflict
- Active listening and effective questioning
- Negotiation strategies and techniques

Day 3: Conflict Resolution Strategies

- Collaborative problem-solving
- Compromise and win-win solutions
- Assertiveness and conflict resolution

Day 4: Mediation and Facilitation Skills

- Mediation techniques and process
- The role of a mediator in conflict resolution
- Facilitating conflict resolution meetings

Day 5: Prevention and Building Positive Work Environments

- Preventing conflicts from arising
- Developing a positive and productive work environment
- Conflict resolution and management best practices