

## COURSE DESCRIPTION

# W014 – Conflict Management

### Course goal

In this course you will learn how to react and act constructively during conflicts. You will extend your flexibility and you will be able to work on your personal conflict handling strategy. You will gain confidence in dealing with different conflict partners and keep up creativity to arrive at agreeable solutions.

### Main learning objectives

- Know, understand and control your reactions in conflicts
- Staying self-confident and flexible in conflict talks
- Identify conflict potential in your working environment and deal with it professionally
- Learn methods to handle conflicts

### Participant profile

Those who want to extend their repertoire on methods to handle conflicts or to develop/improve their personal conflict handling strategies.

### Prerequisites

None since conflicts are universal.

### Topics

- Positive aspects: seeing conflicts as an opportunity to clarify different needs and goals
- Review your personal conflict patterns
- Models and strategies for solving conflicts
- How do conflicts start and gain momentum in a business context
- How can you stay in the driver's seat during critical situations
- The art of positive criticism: moving from facts to feelings ... and back
- Mediating conflicts

### Course type

This is a face-to-face class room training with min. 8 and max. 12 participants.

### Learning methods and tools

Lectures, discussions, role games, feedback to participants.

**Laptop** or tablet is required to have access to the e-documentation. Please bring your own device.

### Duration

2 days