

Hands-on course , 2  
day(s)  
Ref : COF

### Participants

Team/project managers  
wishing to acquire the  
techniques required to prevent  
and solve conflicts in their  
teams.

### Pre-requisites

Management experience.  
Fluent spoken English.

### Next sessions

# Management Conflicts in your Team

## OBJECTIVES

*Managing may consist in facing conflicts with/between your team members. This training course will enable you to acquire the necessary management methods and strategies to manage conflicts in your team.*

### 1) Identifying different types of conflicts

#### 2) Solving underlying conflicts

### 3) Solving direct conflicts

#### 4) Dealing with specific conflicts

## 1) Identifying different types of conflicts

- Getting to know various sorts of conflicts, their reasons and mechanisms
- Understanding where conflicts come from, how they develop and how they are provoked or amplified
- Determining what constitutes conflicts and their real causes
- Assessing what is at stake for each partner in conflict situations

### Exercise

*group discussion : solutions and presentation of best practice.*

## 2) Solving underlying conflicts

- Anticipating conflicts : Revealing your team's needs ; Listening to their expectations
- Improving your self-assertiveness : Understanding and accepting your team members' emotions as well as your own.

### Exercise

*video role-play : being more assertive to solve conflicts more efficiently. Group debriefing session.*

## 3) Solving direct conflicts

- Discovering regulation techniques : Leading mediation sessions : asking questions and listening in a neutral way ; Repeating, synthesizing and refusing ideas
- Avoiding direct conflicts : Defining strategies and determining realistic options ; Reaching a consensus, offering the best replacement solution
- Dealing with after-conflict phases : After the crisis, analysing the conflict causes and evolution ; Taking stock of your strong and weak points to improve your management skills.

## 4) Dealing with specific conflicts

- Facing violent conflicts : Getting over relational dead ends ; Dealing with difficult personalities: angry people, systematic opponents, agitators, manipulators ....
- Mastering conflicts in specific management situations : Appraisal interviews ; Situations in which delegating responsibility is difficult