

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

This course is designed for all team leaders, department managers, and anyone required to collaborate with members of the organization.

DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

CERTIFICATION

Training Certificate

ACCREDITED BY EMPLOI-QUÉBEC

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Corporate Training

"Group Effectiveness" Series

Conflict Management

DESCRIPTION

The Conflict Management course is designed for people required to work as a team and people who wish to acquire this skill in order to deal appropriately when conflict arises. Participants will learn how to remain calm, pay attention and be firm when facing aggressive behaviour; analyze conflicts and their causes, and use negotiation strategies, and; act consistently to achieve a common goal that will allow efficient interventions toward solving personal conflicts.

OBJECTIVES

Allowing the participant to:

- Understand the nature of conflicts
- Be able to take position in a conflict situation
- Use appropriate strategies to solve conflicts
- Understand difficult personalities and relational issues

COURSE CONTENT

Understanding the Ingredients in a Conflict

- The nature of conflicts
- Types of conflicts
- Steps leading to a conflict
- Sources of conflicts

Conflictual Behaviour

- Key factors
- Stakes
- Passive behaviour
- Aggressive behaviour
- Manipulative behaviour

Conflict and Feelings

- Acknowledging and using feelings
- Various types of feelings
- The pros of expressing feelings
- Transforming feelings into self-assertiveness

Strategies, Methods & Procedures

- Prevention
- Possible solutions
- Negotiation
- The conflict-solving process
- Mediation