

# Conflict Management («H33755»)

In this seminar, you will learn how to deal constructively with conflicts by recognizing tensions, dealing with them openly, and resolving them in a way that benefits everyone involved. Use effective techniques to train solution-oriented behavior.

**Duration:** 2 days

**Price:** 2'200.–

## Content

### 1 Types of conflict

- Conflicts in business practice
- Conflicts in teams, groups and organizations
- Role and goal conflicts

### 2 Recognizing conflicts

- Causes and symptoms of conflicts
- Basic forms of human behavior
- Recognizing conflict potential
- Developing early warning systems
- Dynamics of escalation in conflicts

### 3 Attitude towards conflicts

- Recognizing one's own attitude towards conflicts
- Own conflict styles in the field of tension to their environment

### 4 Conflict diagnosis and analysis

- Analysis of one's own reactions and ability to deal with conflict

### 5 Targeted conflict management

- Basic patterns of conflict resolution
- What helps in conflict: guiding questions of conflict analysis
- Variety of strategies in conflicts

### 6 Conflict resolution techniques

- Exiting the conflict spiral
- Conversation and communication techniques in conflicts
- Building blocks of conflict conversation
- Dealing with resistance
- Use of tension potentials

## Key Learnings

- Dealing with the topic of «conflict» and benefiting from the experience of the group, individual feedback and the expertise of the trainer
- Identifying and analysing conflicts at an early stage and thus contributing to quicker clarification and decision making
- Learning to see conflicts as an opportunity to improve communication and cooperation in your own environment, and thus to (pro-)actively contribute to the development of your own organisation
- Trying out new interventions for dealing with conflict in a safe space and recognising their immediate impact

## Methodology & didactics

You will work on concrete conflict cases from your environment. In discussions and role plays, approaches to solutions for your practice will be developed together. The topic is dealt with comprehensively by means of presentations, practical exercises, exchange of experiences and communication exercises. Checklists facilitate the practical implementation.

## Target audience

This course is aimed at specialists and managers at all levels, project leaders, consultants and all employees who need and want to resolve conflicts.

## Additional information

This training can also be offered virtually upon request.

## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-leadership-soft-skills/soft-skills/course-conflict-management](http://www.digicomp.ch/courses-leadership-soft-skills/soft-skills/course-conflict-management)