

Conflicts Handling Workshop

Overview

Conflicts in our relations is both jeopardizing our communication and putting our business results at risk. Most people recognize that conflicts exist in their business relations but rarely are fully equipped to tackle and resolve that human issue. Being confronted with a conflict is a normal happening in the business environment. Some companies even consider that conflicts in team are "good" since they represent an opportunity to strengthen the colleague's relationships. On the other side, most have only a vague idea on how to address those conflicting situation.

Purpose

This workshop is designed to provide anyone with the necessary tools in order to recognize, address and solve conflicts.

Workshop Topics

- What is a conflict and how to recognize them?
- What are the impacts of the conflicts?
- Why conflicts may be sometime nice to be confronted with?
- How to choose an appropriate strategy for solving the conflict?
- Which strategies do exist for solving different types of conflicts?
- What are my essential preferences according to different strategies?
- How can I improve myself in better choosing and applying different conflict resolution strategies?
- This workshop is sustained with the Thomas-Kilmann conflict mode instrument, 1972, UCLA and distributed by OPP.

Who should participate

Anyone directly or indirectly involved in the any kind of existing or potential conflict. Any Team member is directly and pro-actively concerned.

Methods

Participants learn through a combination of theory, discussion and interactive activities.

Workshop length

It is recommended that participants attend the one-day version of this workshop.