



PURPOSE

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.

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

Turning conflicts into agreements

STANDARD AGENDA (Most agenda’s are adapted to your specific situation)

- 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?