CONFLICT MANAGEMENT

Descriptive

At the end of the workshop, the participant will be able to recognize potential conflict situations and establish strategies to manage them according to the different styles of conflict resolution. By better understanding the dynamics of conflict, he will be able to proactively act on the triggers and implement more effective conflict resolution strategies.
**Competency**

*Use* of various intervention strategies to better manage the conflictual situations you experience in the context of your duties as a supervisor.

**Units**

**Unit 1: The conflict**
- Unit 1.1 Definition and characteristics of the conflict
- Unit 1.2 Causes of a conflict
- Unit 1.3 Possible impacts of a conflict
- Unit 1.4 A conflict, an opportunity

**Unit 2: Dynamics of a conflict**
- Unit 2.1 Interests and positions of the parties
- Unit 2.2 Perceptions
- Unit 2.3 Values
- Unit 2.4 Stress

**Unit 3: Progression of the conflict**
- Unit 3.1 Dynamics of the progression of the conflict
- Unit 3.2 Application to supervisory situations

**Unit 4: Conflict resolution**
- Unit 4.1 Responses to a conflict and impact on others
- Unit 4.2 Useful tool for conflict resolution
- Unit 4.3 Conflict resolution strategies
- Unit 4.4 Preventive communication

**Unit 5: Discovering your response style**
- Unit 5.1 Response styles in conflict situations