

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