

Solving conflicts – living with conflicts

Conflicts arise especially when people are committed to a common goal. It suddenly becomes apparent that there are different perceptions, different interests and diverging opinions. Many people try to avoid conflicts by ignoring them. In this workshop, you will learn to handle conflicts in a way that is less distressing for people involved and yields better results.

Key objectives

- Identifying how you behave in conflicts
- Learning to distinguish between conflict and dispute
- Paying attention to your own strengths and opportunities for improvement during conflicts
- Learning to live with irresolvable conflicts
- Systematically intervening in conflicts as a manager and reducing fear
- Building confidence and serenity in conflict handling

Course content

- Types of conflicts
- Conflict solving strategies
- Personal patterns of behavior in conflicts
- Violence-free communication
- Managing conflicts as a leader
- Solution-oriented conversation techniques during conflicts
- Conflicts as an impulse for personal development
- Preparing for conflict resolution meetings
- Handling strong emotions

Who should attend?

Managers who experience conflicts on their job and who believe in supporting their employees in finding solutions to conflicts. Employees wanting to improve their project group's effectiveness by learning to handle conflicts in a constructive way.

Your benefit

You will make the experience that most people want to avoid disputes and that conflicts stay alive for that very reason. You will learn to distinguish between resolvable and irresolvable conflicts. This workshop has been created for managers who would like to learn how to act in tense meetings.

Methodology

- Introductory presentations
- Practical role-play
- Knowledge exchange among participants
- Analysis of actual and difficult cases
- Reflection on personal experiences
- Structure constellation work

Organisation

- Maximum number of participants: 12
- This workshop can be booked as an in-house event.
- Duration: 3 days
- A, D, CH & CEE-Countries

"To me, it was very important to learn that as a manager, I do not have to solve all conflicts."

Participant quote