



ICAO

TRAINAIR
PLUS

FULL MEMBER

Ref : 119 GEST CONF

NUMBER OF TRAINEES :

6 per session

DURATION OF THE COURSE :

2 days (14h00)

TARGET AUDIENCE - PRE-REQUISITES :

- Any employee of the company;
- No prerequisites

SATISFACTION INDEX :

- No data

SCHEDULE :

- Available at www.c2fpa.fr

PRICING CONDITIONS :

- The estimate will be elaborated by integrating your requests (pedagogy, transport, accommodation, catering...). Please contact us.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES :

- Not applicable



CONFLICT MANAGEMENT

ANTICIPATING AND MANAGING CONFLICT EFFECTIVELY

IMPROVE THE EFFICIENCY OF YOUR BUSINESS

Conflicts, which are very present in companies, have an impact on productivity and commercial relations. They affect the relationships of all employees.

This training provides the skills needed to anticipate conflict relationships and respond appropriately to different types of conflict.

EDUCATIONAL OBJECTIVES

- Analyze the causes of conflict in the company;
- Establish an appropriate method of conflict resolution by setting the rules of operation and boundaries;
- Improve your interpersonal and communication skills to be an effective actor in conflict management.

PROGRAM

- Introduction: why conflict?
- Methods of conflict resolution ;
- Improving interpersonal and communication skills;
- Anticipate conflict.

TEACHING METHODS

- Theoretical and methodological contributions ;
- Deciphering and analyzing cases and situations;
- Interpersonal conflict scenarios;
- Exchanges and reflection around the situations and problems brought by the members of the group.
- Questionnaire at the end of each training module.