

Conflict Management

2 Days

BGCN

OVERVIEW

Participants through this course learn and practice efficient tools that will help them boost their team's eagerness to work and successfully achieve their goals.

DESIGNED FOR

Suitable for managers and team leaders.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Identify the factors of motivation and prevent common demotivators.
- Deliver effective communication to ensure common objectives.
- Create a stimulating climate to achieve results.
- Constantly heighten their team's motivation.

TOPICS COVERED

What? (conflict)

- Types of conflicts
- Decoding a conflict
- A glossary of conflict vocabulary

Why? (the reasons)

- Differences in perception
- Projections
- Denied needs
- Territorial conflict
- Change
- Difficult personalities
- Rumours
- Cultural differences

Who? (who is concerned)

- The person
- The team

How? (the tools)

- Prevent conflict
- Manage conflict
- Traps to be avoided
- Qualities of a good negotiator
- Manage your emotions

When? (the right moment to manage conflict)

Where? (the right place to manage conflict)

EXTRA NOTES

An equivalent course is available in Arabic and French. Please call us for details.