

Managing Conflict



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Increase your success by proactively improving your conflict management skills.

Conflict in business is all too familiar—particularly under increased business pressures. Still, most of us lack basic conflict management skills. Rather than react to conflict on a purely emotional level, you can learn how to manage disputes and disagreements in a positive manner, or even avoid them altogether.

Register to this intensive 2-day conflict management training programme focused on practical learning, designed and facilitated by business people that understand your challenges and will guide you to find effective solutions.

Your immediate takeaway:

- Recognise the causes of interpersonal conflict
- Evaluate conflict situations and then choose the appropriate strategies and tools to manage and/or resolve these conflicts
- Develop greater awareness of your emotional triggers and how to control them
- Create an action-plan around the implementation of your new skills

This conflict management training programme combines proven-by-practice methods with new insights and ideas that will grow your conflict management skills. You will gain a wider perspective of communication aspects through breakout sessions, exercises, and case applications.

Who should attend?

If you are a business professional wanting to expand your conflict management skills, understand your own emotions and behaviours when addressing conflict, and find productive ways to manage conflict, this programme is right for you.

“Whenever you’re in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.”

William James



How you will benefit

How will you benefit?

After participating in this programme, **you will grow your conflict management skills & competencies and be able to:**

- Recognise the underlying causes of conflict
- Map conflict using a five-step approach
- Identify ways to develop flexible responses to personal and professional conflicts
- Practise applying models, techniques and strategies to manage your interpersonal communication behaviours in conflict situations
- Implement strategies to improve your communication and effectively respond to conflict

During the programme you will:

- Network and learn with a diverse group of peers from different industries and countries in an international environment
- Develop a personal action plan to implement back at work
- Learn and practise new skills using real-business-world examples and exercises over 2 interactive days

Why participate in an MCE programme?

TOP PROGRAMME

Almost 400,000 participants have taken part in an MCE Open Training Programme.

PRACTICAL

Pragmatic approach to learning - learn today, apply tomorrow.

FACILITATORS

MCE's Faculty are experts in their field with extensive international corporate business experience.

INTERNATIONAL

Share international best practices and network with peers from across EMEA region.

RECOGNISED

MCE is the leading International Management Development provider in Europe, Middle East and Africa.

RECOMMENDED

95% of our clients would come back for another programme and recommend MCE.

What will you learn and practise?

Managing Conflict is a 2-day hands-on training programme, highly interactive with exercises and role plays. The programme will be led by an experienced facilitator with former management experience in international companies.

Managing Conflict Programme Outline:

Developing Conflict Awareness

- Recognising the difference between disagreement and conflict
- Understanding the five levels of a conflict
- Exploring barriers to conflict management and resolution

Responding to Conflict

- Identifying your own feelings and actions in response to conflict
- Applying the P-U-R-R Model to demonstrate understanding
- Utilising the validating process
- Distinguishing between listening for thoughts and listening for feelings

The Role of Trust in Minimising Conflict

- Describing the 4 Cs as the cornerstones of building trust
- Knowing how trust is lost and regained, and how transparency validates trust
- Identifying interests behind positions

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Conflict Strategies

- Identifying your preferred strategies for responding to conflict
- Understanding the five conflict strategies
- Exploring appropriate strategies to minimise/manage conflict

Moving Beyond Conflict

- Knowing why relationship conflict and content conflict should be handled differently
- Turning potential disagreements into discussion by applying the Model to Disagree
- Identifying and practising assertiveness tools and strategies
- Detoxifying emotional statements and devising alternative ways to express the message

Dealing with Difficult Behavior

- Explaining the difference between difficult people and difficult behaviour
- Understanding how to handle passive behavior
- Developing a strategy for handling passive or aggressive behaviour

Mapping the Conflict

- Mapping a conflict using a 5-step approach
- Exploring a given conflict from various "viewing points"
- Separating interests from positions in a specific conflict
- Selecting a conflict strategy appropriate to addressing a specific goal
- Implementing a chosen conflict strategy

Thunderstorms

- Applying skills to address emotionally tense conflicts (called Thunderstorms)
- Using skills to address an intra-group conflict case study
- Planning for future development to effectively respond to conflict

Booking details

 **Duration** 2 Days

 **Price** €2,450



**ALSO AVAILABLE AS AN
IN-COMPANY PROGRAMME**

Register Now

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