



Management  
Centre Europe®

A photograph of a man with glasses and a beard, wearing a plaid shirt, smiling while working on a laptop. The image is partially obscured by large, overlapping geometric shapes in shades of blue, red, and grey.

**MCE Services**

**Responding to Conflict:  
*Strategies for Improved  
Communication***

**Live Online**

# What are Live Online Programmes?

MCE in partnership with our parent company AMA is now offering **Live Online Training** in the EMEA region. You can access these scheduled live stream training programmes from anywhere. They cover the key business topics of our top Open Training Programmes.

## What are Live Online Training Programmes?

- 3 or 4 scheduled sessions of 3 hours
- delivered to small groups in a virtual classroom with an online video meetings tool
- interactive with breakout rooms and discussions
- facilitator led with live interaction



***Avoid hotel and travel costs and minimize the time away from work.***



**No Travel Needed**

## Key Benefits

- Variety of activities that create a live and dynamic learning experience
- Real-world advice from practitioners in the field
- Online, virtual, convenient, high-quality and consistent learning
- Cost-effective and no travel necessary
- Live, personal feedback from your facilitator and peers

# Responding to Conflict

## Strategies for Improved Communication

**Live Online**

### SESSION 1 (3 hours)

#### Developing Conflict Awareness

- Define Conflict
- Explain the Difference Between Conflict and Disagreement
- Describe the Five Levels of a Conflict
- Describe Barriers to Managing and Resolving Conflict

#### Responding to Conflict

- Identify Your Own Personal Feelings and Actions in Response to Conflict
- Apply the P-U-R-R Model to Demonstrate Understanding and Application Apply the Validating Process
- Distinguish Between Listening for Thoughts and Listening for Feelings in a Conversation
- Explain That Meaning Often Comes from the Context of the Relationship Rather Than the Intrinsic Definition of the Words Used

### SESSION 2 (3 hours)

#### Conflict Strategies

- Identify Your Preferred Strategy or Strategies for Responding to Conflict
- Identify the Five Conflict Strategies
- Analyze Examples, and Recommend Appropriate Strategies to Minimize or Manage Conflict

#### The Role of Trust in Minimizing Conflict

- Describe the Four Cs—The Four Cornerstones of Building Trust
- Explain How Trust Is Lost and Regained and How Transparency Validates Trust
- Identify Interests Behind Positions

### SESSION 3 (3 hours)

#### Moving Beyond Conflict

- Describe How Relationship Conflict and Content Conflict Should Be Handled Differently
- Explain the Reason the Word "Why" Should Be Avoided When Managing a Conflict
- Identify Appropriate Solutions for Managing Real-Life Conflict Situations
- Use "I" Messages and the DESC Script to Express Yourself Assertively Apply the Model to Disagree
- Say "No" Assertively
- Detoxify Emotional Statements, and Devise Alternative Ways to Express the Message

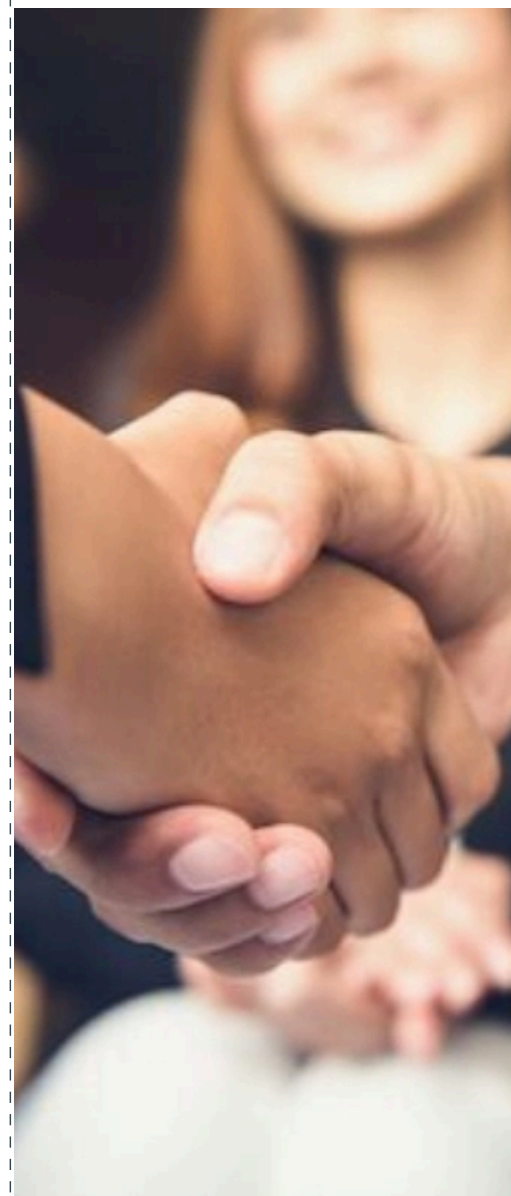
#### Dealing with Difficult Behaviour

- Explain the Difference Between Difficult People and Different Behaviour Describe an Understanding of Handling Passive Behaviour
- Describe a Strategy for Handling Passive or Aggressive Behaviour

### SESSION 4 (3 hours)

#### Mapping the Conflict

- Map a Conflict Through the Five Steps on the Template
- Explore a Given Conflict from Various "Viewing Points"
- Separate Interests from Positions in a Specific Conflict
- Select a Conflict Strategy Appropriate to a Goal
- Demonstrate the Implementation of a Chosen Conflict Strategy in a Role Play
- Apply a Combination of Skills, Techniques, and Ideas Presented Throughout This program to Participant-Generated Conflicts



## Dates

#### Group #1 – 4 sessions

- 14:00 - 17:00 (CET)

**20-21-22-23 APRIL 2020**

#### Group #2 – 4 sessions

- 14:00 - 17:00 (CET)

**11-12-13-14 MAY 2020**

#### Group #3 – 4 sessions

- 14:00 - 17:00 (CET)

**9-10-16-17 JUNE 2020**

# Practical Details

**Schedule :** 4 SESSIONS of 3 hours each

**Language :** English

**Price :** €2150

**Format :** Online



→ **Key Facts**

# About MCE



**400,000**

*Participants on MCE training  
programmes since 1961*



**59 years**

*Providing Learning &  
Development (L&D) services in  
the EMEA region*



**1,700**

*Client companies which we have  
worked with delivering customized  
& in company learning solutions*



**6,200**

*In Company Training Solutions  
delivered in more than  
94 countries*



**50+**

*Open Training Programmes  
running throughout the  
EMEA region*



**10,000**

*Managers & Leaders inspired by  
MCE's management development  
solutions each year*



**Contact us Today**