







CONFLICT MANAGEMENT

Conflicts and the correct handling of them should be part of everyday life in a company. Properly handled, they release energy that promotes rather than hinders teamwork.



FACTS

-  **LANGUAGE**
German
English
-  **COURSE TYPE**
Presence Training
Online Training
Blended Learning
E-Learning
-  **REQUIREMENTS**
None
-  **AVAILABLE**
Inhouse
Individual (Blended and E-Learning)
-  **CONTACT**
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-  **FACTSHEET ONLINE**

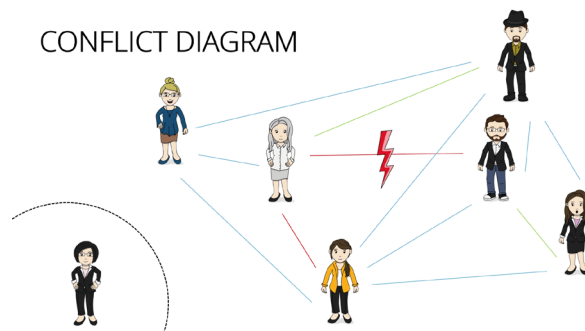


TRAINING DESCRIPTION

It is important to recognise conflicts in rather early, to deal with them promptly and to negotiate solutions to the problem. This training is aimed at beginners in conflict resolution. They learn to recognise conflicts, analyse them correctly, assess them and work on them in such a way that all sides can live with the negotiated solution.

CONFLICT DIAGNOSIS

CONFLICT DIAGRAM



The conflict diagram is a very useful tool for conflict diagnosis. It helps me, both as a conflict party and as a manager, to get a quick overview of whether all those involved in the conflict have been identified, and how they relate to each other, in the form of a snapshot.

CONTENTS AT A GLANCE

FUNDAMENTALS

- Conflict Definition
- Conflict Causes
- Conflict Resolution Strategies

CONFLICT ANALYSIS

- Conflict analysis procedures
- Tools for conflict analysis
- Conflict de-escalation

A STRUCTURED APPROACH

- Working with conflict issues
- A structured approach

DIFFERENT MINDSETS TO CONFLICT RESOLUTION

- Different approaches to conflict management
- Solution-focused approach to conflict management