



CONFLICT RESOLUTION

Resolving through understanding



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NUMBER OF PARTICIPANTS

6 -10 people



LENGTH OF COURSE

2 days: 9.00 – 12.30, lunch with the trainer, 13.30 - 17.00



TARGET POPULATION

Anyone needing to improve their ability to resolve conflicts in a professional context



LEVEL OF ENGLISH REQUIRED

B2 minimum (CERL)

OBJECTIVES

The aim of this course is to improve your conflict resolution skills.

It does this by

- increasing your understanding of the underlying sources of conflict
- identifying the best strategies for handling and avoiding conflict
- taking the helicopter view to see the big picture
- taking emotional aspects into account to find win-win outcomes

CONTENT

Day 1

Sources of Conflict

Types and sources of conflict

Thomas-Kilmann conflict mode questionnaire

The relationship between communication styles and creation of conflict

Dealing with conflict

5 conflict management methods: avoiding, accommodating, competing, compromising, and collaborating & Pros and Cons

Emotional intelligence

Roleplaying and case studies

Day 2

Approaches to conflict resolution - negotiation, third-party mediation, systematic conflict transformation and peacebuilding

Team Development

The Bruce Tuckman Model

What kinds of skills and competencies are necessary in order to manage a mixed group of native and foreign workers.

Conflict prevention

Roleplaying and case studies

TRAINING APPROACH

- Learning about conflict through theory and concrete examples.
- Acquiring the resolution/handling techniques through role-plays and experiential learning.
- Analysing successful and less successful examples of conflict resolution.
- Preparing and implementing strategies with feedback from peers and the facilitator.



Facilities required :

1 main training room

+ 1 small room for sub-group activities

Flipchart

Videoprojector

COURSE PRICE:	€ 4 000,00 (+VAT 20% where applicable)
TRAVEL	Europe – economy class standard flight
HOTEL & CATERING (if not Paris)	2/3 nights – Well-rated hotel including breakfast and dinner
Other costs	Taxis...

The extra costs relating to travel and hotel/catering vary between €600 and €1 200 per course in Europe depending on dates and destinations. A detailed quote can be sent on request

Headquarters: 9 rue Ganneron, 75018 PARIS

Training rooms: 36-38 avenue de Clichy, 75018 PARIS



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