



## **CONFLICT RESOLUTION**

**Resolving through understanding**

# CONFLICT RESOLUTION



## Resolving through understanding



### 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**

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



+33 1 40 06 03 73



[info@ilic-formation.com](mailto:info@ilic-formation.com)