

Anticipate, manage and overcome conflicts

Description

While conflict resolution and mediation have their place in the means of restoring dialogue, there are also several warning signs to identify in order to avoid having to resort to these tools. How do you identify when a discussion is likely to go wrong and how do you bring the dialogue back to the scene?

Meta Fields

Contenu Cours : Reactions to stress

- The 3 Brains Model
- My approach in difficult situations according to the TKI questionnaire
- The differences between influence and investigation

The RINFAQ approach

- Result and purpose orientation
- Engaging in security dialogue
- Case Studies
- Putting it into practice

Resistance management

- Difficult types of response and how to deal with them
- Knowing when to stop and seek professional help
- Putting it into practice

Documentation :

- Digital courseware included

Profils Participants :

- All people in need to deal with conflicts

Connaissances :

- No prerequisites

Objectifs :

- Identify natural reactions to stress in self and others
- Understand one's own reaction in conflict situations
- Seek through questioning and kindness to avoid conflict
- Identify several approaches to strengthen dialogue

Examen Inclus : Non certifiant

Role : Array

Duree Unite : jour

Duree Nombre : 1

Reference : TEAM-CFL