

Conflict Management

Workshop Conflict Management



Conflicts are part of working life. And conflicts are often the starting point for a positive development as well as innovations in the company.

In the workshop "Conflict Management" you will learn the theoretical basics of social conflicts and how to improve conflict behavior in tangible situations and case studies. A special emphasis is put on the topic "conflict prevention". As a result, you will be able to defuse unpleasant and dubious situations and take advantage of the opportunities to use company friction surfaces as a springboard for beneficial change.

Content

Theoretical basics

- What is a conflict and why are there conflicts?
- Types of conflicts
- Escalation and circularity of conflicts
- Effects of conflicts (conflict consequences)
- Conflict costs in the company
- Conflict resolution strategies
- Conflict resolution methods
- Conflict prevention

Working on case studies

- Conflicts in the team
- Conflicts between employees of the same and different hierarchy levels
- Conflicts between companies
- Solutions
- Conflict prevention

Target Group

- Employees and executives
- Teams / project teams



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Approach

Analyze conflict situations, evaluate solutions and manage conflicts through appropriate strategies.



Duration

- 2 - 4 days
- On request 2 x 2 days also