Conflict Management Training Course Description

What is Conflict?

- How conflicts evolve?
- What is good or bad about conflicts?
- What is the life cycle of conflicts?
- How conflicts escalate?
- What can you learn from Game Theory to manage conflicts?

How to Handle Conflicts?

- How many different ways can you approach a conflict and what are their advantages and disadvantages?
- How to systematically analyze conflicts based on the benefits to you or the other party and how to use this knowledge to resolve them?
- How to decline a request while avoiding conflicts?
- What is an effective conflict resolution process?
- How to use a 6-step conflict resolution formula?

How to Manage Emotions?

- How emotions affect discussions?
- How to avoid emotional decision making?
- How to use anger management in resolving conflicts?
- Learn about a series of psychological tactics used in conflicts and know how to respond to them when used on you, or exploit them yourself.
- What are the 15 main causes of conflicts?

How to Respond to Escalating Situations?

- What approaches are used in a discussion to win the conflict?
- How to respond to such approaches when used on you?
- Learn how to react to arrogance, vague statements, personality attacks, exaggerations and many other commonly used tactics in conflict.

How to Negotiate?

- How to negotiate effectively to get to a win/win outcome?
- What is Principled Negotiation?
- What is Organizational Conflict and what are the 6 ways you can use to manage it?
- How can you use well established negotiation strategies to resolve conflicts?
- How can you use third-party intervention and what types are available?

How to Prevent Conflicts?

- What systems should be put in place in organizations to prevent destructive conflicts?
- What resources do you need to manage conflicts efficiently?
- What kind of third-party interventions exist and how can you use them to resolve conflict?

By the end of this course, participants will be able to:

- **Recognize conflicts** and their escalation over time so you can address them more effectively
- Select an appropriate **conflict resolution style** based on your needs to get maximum results
- **Manage your emotions** and influence others emotionally when in conflicts
- **Recognize Tactical Approaches** used when interacting with others that may lead to conflicts and take appropriate steps **to avoid a conflict developing**
- **Negotiate** over what you want and move on to a win/win outcome
- **Prevent destructive conflicts** at the workplace