

# CONFLICT MANAGEMENT

The training course will transfer to the participants the ways to constructive conflict management.

The tasks and exercises will allow to the participants to develop negotiation skills and effective conflicts management no matter their nature.

During the course the participants will self-fulfill the Thomas - Kilman test in order to identify their own style of dealing with conflicts.

There will be after that discussion about how to improve it. The role-play contains the negotiation of an organisational conflict.

It is video recorded and then played back and analysed. We will identify the steps that can be improved.

## OBJECTIVES

By the end of the training course the participants:

- Will identify the nature and sources of the organisational conflicts;
  - Will select the positive effects which some conflicts could generate;
  - Will use different approaching styles of conflict management;
  - Will choose the appropriate style of management in different conflict situation;
  - Will develop the negotiation skills in order to find the solution for conflict solving;
- Conflicts generated by human relationships;
  - Styles of approaching conflicts
    - Styles of approaching by Thomas Killman;
    - Characteristics, advantages and disadvantages of each approaching style;
    - Choosing the most appropriate style;
  - Conflict negotiation
    - Behaviour in conflict negotiation;
    - Negotiation skills;
    - Recommendations for approaching and negotiating the conflicts.

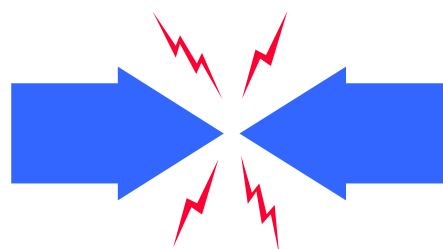
## COURSE CONTENT

- The nature and types of conflicts in organisations
  - Intrapersonal, interpersonal and among groups Conflicts;
  - Destructive and constructive conflicts and their effects on the individuals and organisation;
- Sources of organisational conflicts
  - Conflicts generated by formal interaction among individuals and groups;

## PARTICIPANTS

- All managers

**DURATION: 2 days**



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