

Constructive and goal oriented conflict management

Acceptance of the existence of conflicts – How to manage conflicts with a constructive and goal oriented approach – Understand that conflict situations offer also some opportunities

Duration

2 days

Public

Everyone who is in the own functional situation, maybe only occasionally, confronted with conflicts either between individuals, or between organisational entities : Leaders (operational, middle management or on board level) – HR-department – functional leaders... The method can be applied whether one is external mediator of the conflict or whether one is involved in the conflict itself.

Objectives

- Better understanding of the definition, the categories, the origin and the evolution of conflicts.
- To acquire methods to manage and to solve conflicts in a constructive way.
- To isolate the conflict domain from its environment in case of no solution.
- To understand the proper attitude against conflicts and during the management of them and to estimate the impact of this attitude during the conflict handling.
- To take care of an adequate follow-up after the *official* conflict-handling period and to make use of the opportunities for positive developments.

Program

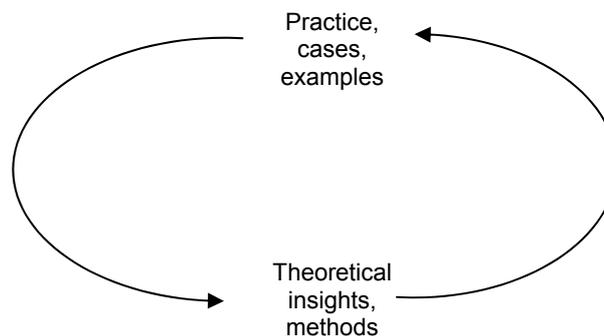
- Definition of conflict
- Evolution of conflicts :
 - Explosive conflicts
 - Constructive conflicts
- Cold versus warm conflicts
- Structural versus Proces model and the consequences for the conflict-handling.
- Conclusions based on the typology of conflicts :
 - With regard to the diagnosis
 - With regard to the approach
- Causes and influencing factors
- Conflict-handling styles with self diagnosis
- Conflict-handling steps :
 - In case one is mediator

- In case one is party concerned and there is no mediator
- In case one is party concerned and there is an external mediator
- Pitfalls during conflict diagnosis
- To collect diagnostic information
- Intervention methods
- Follow-up and aftercare and the leverage effect
- Evaluation of conflict-handling :
 - Result evaluation
 - Process evaluation
- Clues about communication during conflict-handling

Methodology

This very interactive training is completely oriented towards real life conflicts.

The choice of *the circular methodology* guarantees the strongest transfer of the treated conceptual elements towards the application and use afterwards in the work environment.



Concrete examples and conflict situations introduced by the participants or the trainer yield profound insights and show the demands and requirements when conflict-handling is concerned. Theoretical insights and the study of methods and approaches explain how concrete conflicts best can be managed.