

Conflict Management

Conflict management is one of the core competencies that make for successful leadership. Using trainer input, the participants define their role and attitude as conflict mediators and gain initial experience in this role through simulated conflict situations. In addition to conversation techniques for conflict discussions, the participants get to know various techniques for conflict resolution through specially designed and self-experienced practical examples.

Content

Recognizing conflict styles and applying them correctly according to the situation, relevant insights from game theory for understanding and clarifying conflicts, building conflict resolution processes, dealing with one's own cases and examples.

How to...

- ...resolve conflicts between yourself and others
- ...resolve conflicts between individual team members
- ...apply models for successful conflict resolution

Methods

Presence seminar with group work and individual work, trainer input, opportunity for discussion, practical examples, focus on experiential learning.

This course will be held in English.

WHEN

21.09.2020 09:00 - 17:00
22.09.2020 09:00 - 17:00

[BOOK HERE](#)