



Title

Conflict Management

Duration

2-3 Days

Objectives

You get the basic knowledge

- what are conflicts,
- how they emerge,
- how to use them for yourself.

You learn to take note to the signs from deep inside to avoid potential conflicts. And you learn to manage conflict resolution dialogues targeted and in a dignified manner by using your own personality.

Content

- Basics to conflicts and conflict handling (characteristics, levels, types, reasons)
- Strategy and conflict handling (abilities of managers, recognition of conflict styles)
- Communication as the basis for conflict handling
- Employee-oriented negotiations
- Conflict resolution dialogues

Target Group

Executives, employees and self-employed persons that want to improve their communication and relations to others within their professional environment.

Comments

No basic knowledge required.