

## Training in Conflict Prevention and Management

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Our aim is to develop both skills and behaviours through one or more practical training courses and a tailor-made individual or collective follow-up interview.

### Behaviours and Skills?

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It's about encouraging your managers to adopt behaviours that embody the organisation's values, to use the energy of the group, to make use of differences, to make informed decisions and to implement them to prevent or manage conflicts. It is about extending their skills in effective communication, positive use and management of emotions (their own and those of others) and integrative negotiation, in order to optimise their performance and increase well-being at work.

### Individual accompaniment

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A confidential and personalized approach to guide your managers on a case-by-case basis, develop their potential and increase their level of confidence in the management of daily work life and difficult situations. Benefit: this formula makes it possible to adapt the content of the training to the specific needs of the person. It is ideal for individuals who are promoted to people management without having all the necessary leadership skills or those who encounter difficulties in managing their team. This individual support can be coupled, if necessary, with group training with the manager's team.

### Collective support

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An approach which aims at meeting the needs of the group and providing the specific tools team members may need to improve collaboration and respond to one-off or recurring problems in their daily professional life.

### Who?

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- Leaders and managers (from executive to front-line managers) who are responsible for managing people and therefore conflicts
- Human Resources Professionals
- Teams facing difficulties with communication or collaboration
- Key players in the company who are expected to negotiate
- Anyone whose efficiency and well-being at work are impacted by latent or proven conflicts

### Methodology

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- Informal preliminary assessment to identify desired or necessary learning points

- Observation, if needed, in situ.
- Development plan
- Skill transfer (demonstration, practice through role play, feedback, case analysis, written material and readings, individual work, preparation of concrete situations and follow-up)
- Follow-up or "booster shot" on request.

## Our strengths

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- Expertise in conflict management and resolution through our mediation practice
- Strong pedagogical competence following the transmission of knowledge for 20 years to diverse audiences (university, private and public sector, young people, ...)
- Experience in group management (from 2 to 120 people)
- Systematic adaptation to the needs of individuals and the organisation
- Proven, concrete, effective tools and immediately usable techniques
- Simultaneous work on knowledge, know-how and interpersonal skills
- Transferability: be able to transpose your skills to any professional setting
- Assessment of concrete progress

## Case examples

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- A department head in a hospital has difficulty managing certain people on his team
- An executive has been promoted to a new position which will require skills for managing conflicts
- The Value Charter of an international group must be translated into concrete actions at each level of one of its local subsidiaries both internally and externally
- Members of a Management Committee of a public structure have difficulty working together, making decisions and implementing them in their respective departments.
- Senior managers from different departments do not collaborate enough, which has an impact on the exchange of knowledge and experience
- The different departments of a public structure have recurring conflicts that paralyze the proper functioning of the whole organisation

## Complete list of our training courses in conflict prevention or management

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- Basic modules on Conflict Management
- Basic modules on Integrative Negotiation
- Basic module on the Non-Violent Communication
- Basic module on Emotional skills
- Advanced conflict management modules:
  - Impact of mental preferences on communication.
  - NLP tools and communication.

Systemic approach and conflict.  
Mindfulness and conflict.

- Advanced Negotiation Modules:  
The system of contributions.  
The fundamental issues and ego-related aspects.  
The creation of quantifiable and unquantifiable options.  
Basic distributive negotiation. The inclusion of distributive negotiation within integrative negotiation.  
Team negotiation (co-negotiators).  
Documenting negotiation.  
The management of dead ends and difficult people.