

Anticipate, Manage and Overcome Conflicts

Description

Workplace tensions are not inevitable. They often arise from misunderstandings, unspoken emotions, or conflicting objectives. However, when addressed with the right methods, these tensions can become drivers of cohesion, performance, and innovation. This training, “Anticipate, Manage, and Overcome Conflicts,” provides a pragmatic and human-centered approach to understanding relational dynamics and transforming conflict situations into opportunities for sustainable cooperation. It is designed for anyone looking to improve professional interactions, strengthen relational leadership, and foster a constructive environment within their team or organization.

Understanding the mechanisms of conflict

Throughout this course, you will learn to recognize early warning signs of conflict, adopt the right posture according to the situation, and apply practical techniques to de-escalate tensions. With hands-on tools and case studies inspired by real workplace scenarios, you will discover how to manage conflicts assertively, defuse resistance, and restore balanced communication, even in sensitive situations. The training emphasizes emotional communication, stress management, and collaborative problem-solving to build stronger trust within teams.

Course Content

Module 1: Conflict Analysis

- Identify different types of conflicts
- Understand sources and triggers of tension
- Analyze the stages of conflict escalation

Module 2: Self-Assessment of Conflict Attitudes

- Evaluate your personal posture in a conflict situation
- Identify spontaneous reactions and their impact
- Recognize risky behaviors and required adjustments

Module 3: Developing Assertiveness

- Apply assertiveness principles in communication
- Practice constructive communication techniques
- Express needs while respecting others

Module 4: Managing Emotions and Stress

- Recognize emotions involved in conflicts
- Use techniques to regulate emotional responses
- Maintain composure under pressure and tension

Module 5: Solution-Oriented Communication

- Guide discussions toward constructive objectives

- Facilitate compromise and mutual understanding
- Turn conflicts into opportunities for change

Module 6: Mediation Practices in the Workplace

- Understand the role of mediation
- Use facilitation techniques to resolve disputes
- Encourage mutually acceptable agreements

Module 7: Development of a Personal Action Plan

- Define areas for personal improvement
- Establish a plan for conflict prevention
- Adopt long-term strategies to maintain cooperation

Lab / Exercises

- This course provides you with exclusive access to the official Microsoft lab, enabling you to practice your skills in a professional environment.

Documentation

- Digital courseware included

Participant profiles

- Managers and team leaders
- Team members involved in collaborative projects
- Human resources professionals
- Anyone wishing to improve workplace relationships

Prerequisites

- Have general experience working in a team
- Understand the basics of interpersonal communication
- Be familiar with collaborative professional environments

Objectives

- Identify the sources and mechanisms of conflicts in the workplace.
- Detect early warning signs of tension and apply appropriate techniques.
- Analyze conflict management styles and assess your own approach.
- Use constructive communication techniques to defuse tensions and manage conflicts.
- Enhance the management of your emotions and stakeholders' reactions in sensitive situations.
- Transform conflicts into opportunities for dialogue, mutual learning, and collaboration.

Description

Anticipate, Manage, and Overcome Conflicts Training

Niveau

Fondamental

Classroom Registration Price (CHF)

800

Virtual Classroom Registration Price (CHF)

800

Duration (in Days)

1
Reference
TEAM-AGDC