

# Anticipate, manage and overcome conflicts

## Description

While conflict resolution and mediation have their place in the means of restoring dialogue, there are also several warning signs to identify in order to avoid having to resort to these tools. How do you identify when a discussion is likely to go wrong and how do you bring the dialogue back to the scene?

## Course Content

### Reactions to stress

- The 3 Brains Model
- My approach in difficult situations according to the TKI questionnaire
- The differences between influence and investigation

### The RINFAQ approach

- Result and purpose orientation
- Engaging in security dialogue
- Case Studies
- Putting it into practice

### Resistance management

- Difficult types of response and how to deal with them
- Knowing when to stop and seek professional help
- Putting it into practice

### Documentation

- Digital courseware included

### Participant profiles

- All people in need to deal with conflicts

### Prerequisites

- No prerequisites

### Objectives

- Identify natural reactions to stress in self and others
- Understand one's own reaction in conflict situations
- Seek through questioning and kindness to avoid conflict
- Identify several approaches to strengthen dialogue

### Niveau

Fondamental

### Classroom Registration Price (CHF)

800

### Virtual Classroom Registration Price (CHF)

800  
**Duration (in Days)**  
1  
**Reference**  
TEAM-CFL