



Centre
professionnel

Interpersonal Conflicts Management

OBJECTIVES

Regardless of the size of the interpersonal conflict, it can bring considerable costs for businesses and hinder the smooth running.



1. Slow down of operations
2. Possibility of a strike
3. Sabotage
4. Behavior that is unproductive or harmful
5. No action taken on the part of the employee
6. Etc.

This course aims to bring the participant to better understand themselves and better understand others in a work team environment. The participant will learn the principles of effective human resources management, they will learn how to mobilize employees and better manage his/her time. This course also aims to identify and practice interpersonal communication skills, as well as develop their ability to analyze and manage the dynamics of a work team and the company.

TARGET CLIENTELE

Anyone managing a team

PREREQUISITES

None



- Mechanism that come into play during their evolution

2. Communication: perception and interpretation

- Avoid transforming a simple misunderstanding into a destructive conflict
- Perceptions, values, inferences, influence and compliance
- How to maintain a difficult discussion

3. Communication: listening and emotions

- Active listening:
 - Attitude
 - Requirements
 - Functions
 - Techniques
- Emotions:
 - Types of behavior
 - Constructive criticism

4. Communication: affirmation and feedback

- Active communication
- Critical and constructive feedback
- Resolve relational conflicts in the workplace

5. Communication: conflicts

- Understanding and overcoming conflicts
- Interpersonal conflicts, dynamics, attitudes, conflict management processes
- Intervene when a conflict implicates other people
- Learn from the experienced conflicts