



# Conflict Management Training

## Seminar objective

Individuals having different thoughts, ideas, and interests can cause disagreements in the workplace. This course enables you to manage and deal with conflicts more effectively. Through the conflict management course, you will be able to identify the common causes of conflicts, learn how to handle different types of conflicts, and discover how to prevent conflicts from happening in your workplace by gaining hands-on experiences with different exercises – through different exercises. By the end of this course, you will have a better understanding of how to manage conflicts in the workplace and improve your work environment.

## Seminar content

### Understanding conflicts:

- Perception of conflict
- Common sources of conflict

### Different types of conflicts:

- Analysis of conflict situations
- Conflict situations occurring in position of leadership and upper management
- Organisational and structural conflicts
- Conflict within and among groups

### Managing conflicts professionally:

- Conflict diagnosis and conflict resolution
- Negative and positive aspects of a conflict situation (disruptive factor or procreative tension?)
- Conflict-creating and conflict-resolving behavior
- Helpful conversational techniques for conflict situations
- Evitable and in-evitable conflict situations

### Hands on practice:

- Analysis of case studies
- Reflection of own behaviour

## Methodology

Practical approach Input from trainer Group exercises Individual feedback

## Target audience

The training addresses upper and middle management from corporates of all sizes and industries as well as management from the financial and public sectors.

### Course ref.

ENG8003

### Participants

not more than 9 participants

### Schedule

Day 1: 10:00 am - 5:00 pm

Day 2: 9:00 am - 4:00 pm

### Location & dates

#### Münster

02.12.2024 – 03.12.2024

16.06.2025 – 17.06.2025

01.12.2025 – 02.12.2025

#### Frankfurt am Main

14.04.2025 – 15.04.2025

### Fee

1.150,00 € (ex. VAT)

1.368,50 € (inc. VAT)

Price includes comprehensive training documents, coffee and tea, and lunch.



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Ich melde mich/Wir melden uns zu folgender Veranstaltung an:

1. Teilnehmer

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Name/Vorname

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E-Mail

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Mobilnummer

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Veranstaltung                      Seminarcode

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Firmendaten/Rechnungsempfänger

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Firma

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Rechnung (Name)

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Straße/Nummer

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2. Teilnehmer

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Anzahl der Mitarbeiter in Ihrem Unternehmen

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