

CONFLICT MANAGEMENT AND MEDIATION (Level 1)

Duration: 2 days (14h)

Dates: available within two months

Price general public: EUR 1.150/pers. (no VAT)

Price in-house: on demand (4-12 pers.)

TOPIC PRESENTATION

Life at work is sometimes spiced with problems, dilemmas, or conflicts. That is normal. Yet these situations need to be managed well, both curatively and preventively.

Conflicts usually unveil interests that appear to be incompatible. There seem to be winners and losers, and tensions rise when decisions must be made quickly in an atmosphere of uncertainty.

The conflict-handling function can be performed by employee representatives or union representatives. Human Resources may have one or more appointed or elected persons who are available to listen to those affected by conflict at work and support towards solutions. Larger organizations have their own Ombudsman who deals with internal and external cases.

This seminar teaches conflict management skills in organizational settings. It is the first of two modules dedicated to "Becoming a Mediator" at work.

LEARNING OBJECTIVES

- Anatomy of conflict: causes, components and dynamics
- Divergent perceptions and distortions of facts
- Types and phases of conflict: escalation, crisis, deescalation and recovery
- Dissociating problems from conflicts, tasks vs people orientation
- Chain of cause and effect: logical and systemic approaches
- Roles and skills of the mediator: attitude, behaviour, facilitation skills, intervention model
- Roadmap to solution: processes and techniques
- Negotiation, compromise, transformation
- Agreement, evaluation, and reporting.

AUDIENCE & PRE-CONDITIONS

- No pre-conditions
- All audiences



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PROGRAMME

- Causes of conflicts and correlations between them
- Differences between conflicts, problems, dilemmas and crises
- Types of conflicts and their particularities in organisations
- Mediation as a method for social development in organisations
- The mediation plan and its stages
- The profile of the mediator
- Conflict resolution between two people or parties (alone)
- Conflict resolution with the aid of mediation (mediator's role)
- Behaviour, emotions, mental models
- Open-mindedness to see the conflict as an opportunity for growth
- Positive influence towards the solution
- Establishing an Ombudsman

METHOD & EVALUATION

Rich and flexible training design: theoretical input, discussions, reflection and sharing of experience, role-plays and simulations, practical exercises.

Evaluation of training impact:

- Short-term impact: at the end of the training
- Long-term impact: 3 months after the training

Evaluation of acquired knowledge:

- Self-evaluation with a skills inventory
- Questionnaire at the end of the training

Certificate: EUROBOGEN certificate of participation

COMPLEMENTARY TRAINING

- Becoming a mediator (Level II)
- Managing teams efficiently
- Non-violent communication

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