TM-GCO - Dealing with conflicts at work

Soft skills - Sviluppo organizzativo e Coaching - Leadership e comunicazione

Durata:	Lingue:	Certificazione:
3 Giorni	**Italiano**	**-**

Descrizione del corso

Objectives: • Being aware of our approach towards the conflict and of its implications in the workplace • Learning how to identify the elements that lead to conflict or that avoid conflicting situations • Learning how to deal with conflict and how to turn it into discussion • Learning how to deal with potentially conflicting situations with coworkers or subordinates Audience: • Managers • Those who work in a team • Those who wish to improve their relational skills in the workplace Methodology: • Frontal and interactive lesson • Practical exercise • Test and individual feedback • Role playing • Use of music and body movement • On demand contents

Programma

- Personal and group dynamics that encourage conflict
- Being objective about our own relational style
- Assertiveness: a strategic communication intended to solve problems
- Assertiveness: operating techniques
- Anxiety, fear, stress: their role in the conflict
- How to say “no” and how to deal with rejection
- Explanation and justification: difference and their respective implications
- Manipulation: how to recognize it and how to handle it
- Transactional analysis: the fundamentals
- Relational games: their role in the conflict
- The relational object: meaning and use
- Awareness of nonverbal and paraverbal communication