TM-GES - Managing the conflict

Soft skills - Sviluppo organizzativo e Coaching - Leadership e comunicazione

Durata:	Lingue:	Certificazione:
1 Giorno	**Italiano**	**-**

Descrizione del corso

How is it possible to avoid conflicts? Preventing a conflict is the first step to deal with it! Apparently it's easy, but actually it is not. Most of our discussions arise because we want to decide who is right, who is the winner and who is the loser. We rarely fight for the sake of the company or the team: in that case we would have a constructive conflict. Can the conflict be positive? The answer is yes! It allows us to evolve: we are forced to establish rules to avoid future conflicts. Conflicts sometimes occur because of the lack of resources, power struggles, invasion of privacy, distorted information… This course aims at defining the various forms of conflict, learning how to successfully manage them in the workplace.

Programma

- The differences between conflict and dispute
- Causes of conflict
- 10 steps to analyze conflict
- How to manage a conflict
- Making and receiving criticism

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