



# COPING WITH CONFLICT AND TENSION BY BEING ASSERTIVE

In a company, tense situations and minor daily conflicts are the main sources of sapped energy and lack of team motivation. And yet, because these types of relational difficulties are delicate to deal with and involve our emotions, they are often neglected. In some cases, the situation may gradually worsen, leading to dreadful working relationships and causing irreparable damage. How can these conditions be improved? Firstly, by learning to express yourself assertively, without adopting passive or aggressive behaviour. Next, by applying some straightforward methods for dealing with – and resolving – such situations. This represents an engaging exercise for finding out how subjective the situation really is. You will learn to understand the representations of your peers and superiors in order to acknowledge them and cooperate better.

## This programme is designed for:

- assistants
- salespeople
- supervisors
- anyone who wants to ensure positive relationships within his or her team or with members of other teams

## At the end of this course you should be able to:

- be assertive in different situations
- analyse situations of conflict in which you find yourself
- analyse your position and that of others in the situation
- apply techniques to resolve the conflict

**The applied professional development certificate shows you have acquired the skills covered in the course.**



## Benefits of the programme:

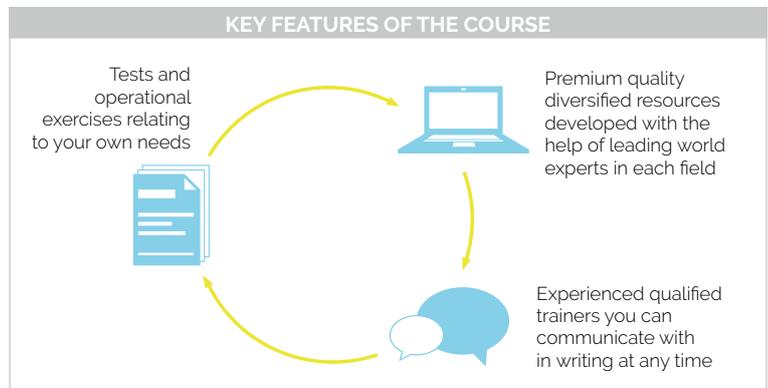
fostering cooperation between people who have to work together  
increasing productivity whilst avoiding demotivation and wasted energy relating to conflict

## 3 MONTH TRAINING PATH (21 HOURS)

A welcome message includes your login ID for the training course website.

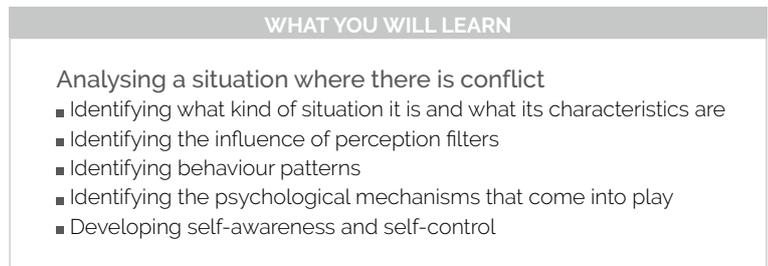
### 1 Preparing for the programme

Assess your level before you begin your training, and tell us what you expect from the course so that your trainer can recommend a personalised training path.



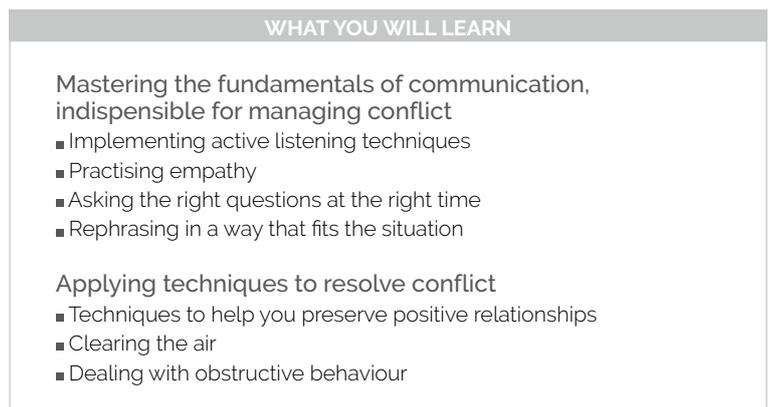
### 2 Mastering the fundamentals

Begin training and putting the fundamentals into practice, making the most of your trainer's experience and advice.



### 3 Building on what you've learned

Consolidate the skills you've acquired and build on them. Receive an action plan recommended by your trainer.



### 4 Receiving your certificate

Your trainer assesses your progress on the course. When the course is completed, you'll receive a certificate endorsing the skills you've acquired.

