



DEALING WITH CONFLICT IN YOUR TEAM

Conflicts are part of a company's daily life. The fact that they exist is nothing unusual, but failure to deal with them will inevitably lead to problems. Indeed, when conflicts are ignored or even denied, they become a source of demotivation for those involved, ultimately sapping energy. The manager plays a key role regarding conflicts; he or she must relieve tension, resolve crises and settle conflict. And yet, managers often minimise and overlook conflictual situations simply because they don't know how to face up to them. Unfortunately, simply doing nothing is the worst possible solution. Conflict is an everyday affair that can be dealt with constructively by applying the appropriate responses and good practices. This course will show you how to do so.

This programme is designed for:

- cross-functional managers
- business unit managers
- line managers

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

- analyse conflict taking place around you
- analyse where you stand and where the people involved stand
- take action to resolve conflict

The management certificate shows you have acquired the skills covered in the course.



Benefits of the programme:

encouraging cooperation between people who have to work together
increasing productivity by avoiding demotivation and loss of energy resulting from conflict
developing your leadership

3 MONTH TRAINING PATH (21 HOURS)

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

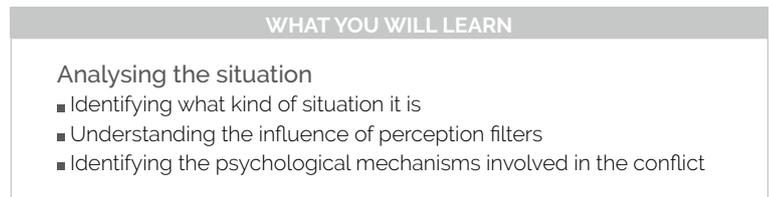
1 Preparing for the programme

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.



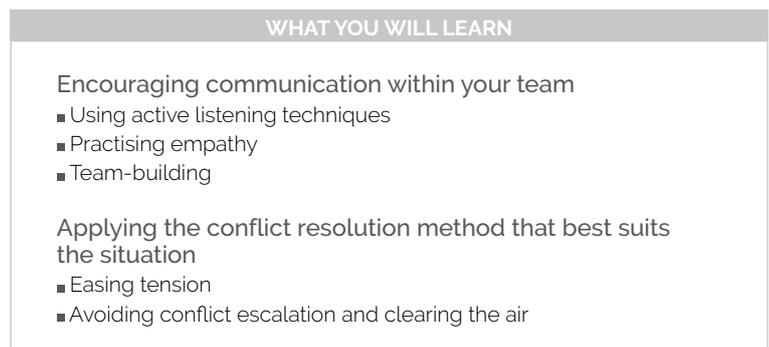
2 Mastering the fundamentals

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.

