



# ESTABLISHING POSITIVE RELATIONSHIPS AND ENDING CONFLICT

In a company, tense situations and minor daily conflicts are the main sources of sapped energy and team demotivation. 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 malicious working relations and creating 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 is an engaging way to find out how subjective the situation really is. You will learn to improve your understanding of the representations of your peers, colleagues and superiors in order to acknowledge them and cooperate better.

## This programme is designed for:

- business unit managers
- line managers
- project managers
- cross-functional department managers

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

- analyse the conflict you are facing
- analyse where you stand or where the other person stands
- apply win-win negotiation techniques
- apply conflict resolution techniques

**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  
improving productivity by avoiding demotivation and wasted energy caused by conflict  
improving your interpersonal skills  
setting up win-win relationships

## 3 MONTH TRAINING PATH (21 HOURS)

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

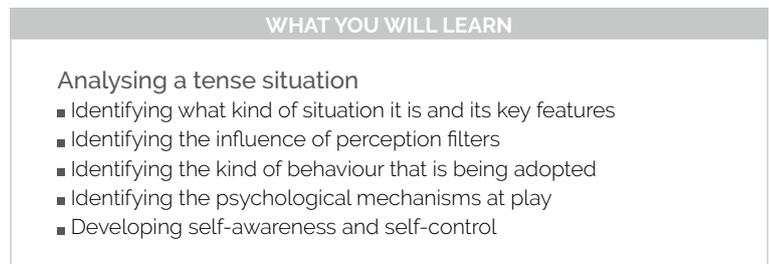
### 1 Preparing for the programme

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.



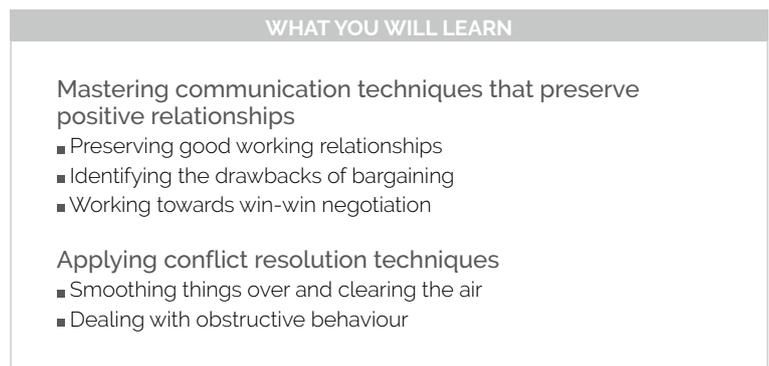
### 2 Mastering the fundamentals

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.

