



e-learning

# Conflict Management

Arguing effectively is a skill that needs to be learnt, because conflicts are around every corner. Sometimes you are the one being attacked, sometimes you are the cause of the conflict, and at other times you are the neutral party in an argument between two others. There are many ways to deal with this, but lazy compromises, giving in, getting out of the way or just sitting it out are not the best solutions. Learn how conflicts arise, how they develop, and how you can actively and confidently resolve them. Our Emergency Toolkit with video clips, professional input, exercises and expert advice will prepare you for the next conflict situation.

Booking Number: **34910**

Group of participants:

Experts and management staff who would like to improve their ability to deal with conflict, or who need assistance with serious conflict situations.

Duration: **approx. 1.5 hours**

Language:  

Unit price:

€ 49,- zzgl. MwSt. | € 58,31 inkl. MwSt.

Package prices from 50 licenses on request

## Learning objectives

- ✓ Gain a different perspective on the origin and the course that conflicts take
- ✓ Become familiar with thought and behaviour patterns in the cause and management of conflicts, and adjust your own behaviour accordingly
- ✓ Know how to de-escalate conflicts through communication
- ✓ Solve conflicts constructively and develop new ideas for overcoming conflicts with your „Toolkit“
- ✓ Become aware of the risks and opportunities of conflicts, and deal with conflict-prone situations more professionally

## Contents

### How conflicts arise

- Why the sudden explosion?
- How do I recognise a conflict early on?
- What is it really about?
- What have I got to do with it?
- Why should I even argue at all?

### How conflicts proceed

- How can conflicts escalate?
- What are the possible solutions?

### Emotions and language in conflict

- Why can't they remain objective?
- How exactly do I say it?
- How can we understand one another better?
- How do I tackle the conflict?

### Conflict resolution

- Which conflict strategies should I use?
- What can go wrong in a conversation?
- How do I reach a resolution in a conversation?
- Why did the conversation go wrong?

### Emergency Toolkit for conflict situations

- What happens when things get out of hand?
- What if I lose lose my cool?
- What do I do if someone else loses their cool?
- How do I prevent an escalation?
- How do I conduct a conflict discussion?



**Information on the web**

[www.haue-akademie.de/34910](http://www.haue-akademie.de/34910)



**Let us advise you**

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