

Preventing and managing conflict - ENG

2 jours - 14,00 heures
Programme de formation

Objectifs pédagogiques

Pedagogical objectives

- Understanding your own strategies in a conflict situation
- Calming your emotions and those of the person you are talking to
- Mastering NVC tools
- Managing delicate situations and difficult personalities

Compétences visées

- Formulating tactful requests
- Restoring trust after a conflict
- Adapting your behaviour to find a way to cooperate with the other party
- Listening in an adversarial atmosphere to ease tensions
- Becoming aware of your own defence strategies in an environment of conflict

Description / Contenu

Description / Content

Stage 1: What is a conflict and what are the different types of conflict?

- What are the different strategies used to deal with conflict and their consequences on relationships?
- What are the factors that inflate conflict?

Discussions - Metaplan - Role-playing

Stage 2: Conflict and emotions

- What is going on in the brain?
- The role of emotions and their impact on situations of conflict.
- How to ease interpersonal tensions as regards yourself and others.
- Practising the essential tools of NVC

Practical exercises in pairs - Role-playing - Feedback from the trainer and participants

Stage 3: Adopting an assertive attitude

- What is an assertive attitude?
- How can you ensure that your 'space' is respected?
- Recognising defence systems and knowing how to get round them.

Practising verbal aikido;

Stage 4: Dealing with delicate situations and difficult personalities

- How to adapt to a system of thinking that is different from our own.
- How to recognise and thwart psychological games?
- How to deal with resistance from a team?

Role-playing - Discussion

Modalités pédagogiques

Educational format

On site : 1 or 2 days

Remote : 2 or 4 x 3,5 hours workshops via Teams, GoogleMeet...

Individual coachings if needed





Moyens et supports pédagogiques

Educational resources and supports

- Slide show PPT
- Pedagogical Support

Modalités d'évaluation et de suivi

Evaluation and monitoring methods

- Self-positioning by participants on a digital platform shared with the trainer (at the beginning and end of the course)
- Assessment by the trainer at the end of the course
- On-the-spot assessment immediately after the course
- REX - One-hour practice-sharing workshops one or two months after the initial training course
- Post-training assessment one or two months after the course
- Performance questionnaire sent to the customer three months after the course

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