

# Conflict Management – Handling disagreements with confidence

## Content and goals

Wherever people live together or come together regularly, there is inevitably conflict, and this is particularly true in the workaday world. But conflict is not necessarily negative: it also holds great potential for individual personal development, and is a necessary prerequisite for successful cooperation. What is crucial, however, is that we possess the skills and strategies to tackle, endure and constructively manage conflicts, so that they do not endanger job success and health.

## Topics

- Understanding the nature of conflict and its possible causes.
- Identifying your personal conflict management style, including its strengths and potential risks.
- Why conflicts often escalate – and which strategies help prevent and defuse them.

Skills and tools for the following specific conflict management proficiencies:

- saying "no" when necessary in a positive way
- reassuring angry fellow humans
- reacting confidently to (alleged) injuries

## Trainer

Our trainers are specialists in occupational health management or psychologists with many years of professional experience as occupational and organizational psychologists.

## Duration

Lunch Session	1 h: Theory
Workshop	2 h: Theory and practice
Training	4 h: Theory, practice and experience

## Target audience

Executives/management, employees, trainees