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CONFLICT MANAGEMENT[©]

The Course

The course is for the employees who wish to improve their behaviours and communication within relationships, and is dedicated to organizations aiming to improve employee's performance.

This programme looks at the dynamics of conflict in organizational settings, by describing the conflict process and discussing the consequences and sources of conflict.

Participants will observe the necessity of developing a positive attitude to conflict.

Conflict management styles and sources are then described, followed by a discussion of the structural approaches to conflict management. The last sections introduce two procedures for resolving conflict.

What is conflict?

- Sources of organizational conflict
- Interpersonal styles of conflict management
- Structural approach to managing conflict
- Situational influences on negotiations
- Compare and contrast the three types of third-party dispute resolution
- Change resistance versus conflict change

Course details

Minimum 6, maximum 12 participants in a group.

Period: 2 days, from 9.00 to 5.00

Trainers: Lucian Mihai

AGENDA

1. THE CONFLICT PROCESS

- Process
- Conflict perceptions and emotions
- Conflict escalation cycle
- Conflict outcomes

2. SOURCES OF CONFLICT IN ORGANIZATIONS

- Incompatible goals
- Differentiation
- Task interdependence
- Scarce resources
- Ambiguous rules
- Communication problems

3. INTERPERSONAL CONFLICT MANAGEMENT STYLES

- Five interpersonal styles of conflict management
 - Problem-solving
 - Avoiding
 - Forcing
 - Yielding
 - Compromising
- Choosing the best conflict management styles
- Cultural and gender differences in conflict management styles
- Structural approaches to conflict management
 - Emphasizing super-ordinate goals
 - Reducing differentiation
 - Improving communications and understanding
 - Reducing task interdependence
 - Increasing resources
 - Clarifying rules and procedures

4. RESOLVING CONFLICT THROUGH NEGOTIATION

- Bargaining zone model of negotiations
- Situational influences on negotiations
- Negotiator behaviours
- Third-party conflict resolution
 - Arbitration
 - Inquisition
 - Mediation

5. PLANS OF CHANGE

- Increase personal efficiency in conflict management
- Change implementation
- Last path of the change resistance
- Plans of change conflict