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HEALTHY CONFLICTS[©]

The course

Healthy Conflicts[©] is a program that helps participants understand the causes of conflict and how to overcome difficult behaviors.

The course is designed for the employees who wish to improve their behaviors and communication within interpersonal relationships, tackling the dynamics of conflict in organizational settings.

Learning outcomes

Increase awareness of the different thinking and behavior preferences

Increase awareness of the different perceptions of conflict

Learn to integrate different perspectives in order to reach a result

Understand the importance of conflict and identify its healthy aspects

Learn to use negotiation as a way of resolving conflicts

Course details

Period: 1.5 days

Trainers: Lucian Mihai, Alina Doica, Miruna Neacsu, Botezatu Ion

AGENDA

1. Dealing with conflicts activity

- The activity enables participants gain awareness of how they usually approach conflict situations and lays the foundations for discussing the more complex aspects of conflict.

2. Understanding self and others – the Emergenetics[®] Profile

Using the Emergenetics Profile[®] participants:

- Become aware of the interpersonal differences and their impact
- Understand their own blindspots
- Adapt their own interpersonal style

- Learn to integrate different perspectives

Emergenetics is a profiling instrument based on scientific research that indicates that individuals are both **genetically** pre-wired to think and act in certain ways, and that these traits change as a result of social and environmental factors – i.e. we change because we **emerge** from our life experiences. It is the combination of genetics and experiences that intertwine to form recognizable patterns **3. Strategies for assertive communication**

- Taking into consideration client's objectives and challenges
- Identifying the objectives and the main challenges
- Brain scan grid technique
- Managing objections with empathy

3. The conflict process

- Stages of conflict
- Conflict perceptions and emotions: the elephant and the rider metaphor
- The human brain during conflicts
- Sources of conflict
- The SCARF model

4. Interpersonal conflict styles

- Types of behaviors during conflict

5. Resolving conflict

- Principles of conflict resolution
- Stages of conflict resolution

6. Plans of change

- Increase personal efficiency in conflict management
- Implementing the change
- Path of least resistance
- Plans of change