



Healthy Conflicts©

Online programme

Healthy Conflicts© is a programme that helps participants understand the causes of conflict and how to overcome difficult behaviours.

The solution proposed – Healthy Conflicts©

The course is designed for the employees who wish to improve their behaviours and communication within interpersonal relationships, tackling the dynamics of conflict in organizational settings. Starting with the understanding of their own thinking and behavioural preferences, participants gain awareness of the differences in terms of style and personal needs when it comes to approaching conflict.

Objectives

- Gain awareness of the different thinking and behavioural preferences
- Increase awareness of the different perceptions of conflict
- Gain 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

Agenda

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.

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 recognisable patterns

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

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

Interpersonal conflict styles

Types of behaviours during conflict

Resolving conflict

- Principles of conflict resolution
- Stages of conflict resolution

Plans of change

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

Logistic details

Duration: **1.5-day workshop, 9:00 - 17:00, 9:00 - 13:00**

Number of participants: 6-12

This programme can also be delivered online.

Technology:

- Zoom – easy to use, interactive, visual; breaking rooms for group work, chat
- Mentimeter – for brainstorming and polling



Do you have questions about us?
Looking for solutions for your organisation?

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