

“Workshop - New Tools for Conflict Management ”
Training program
(English Material)

Course Length: 16 Hours @ 4days

The current social environment increases sources of stress. Any change or pattern modification becomes a pretext for unleashing discontentment and being verbally aggressive. The problem lies in the fact that this aggressiveness is rarely directed towards the “correct” person that is the one who is the cause of the discontentment.

It is therefore generally a representative of the cause of the problem who “receives” the message and who ultimately has to manage the situation to avoid being personally affected as well as reduce the possibility of inflating the conflict.

This module targets the management of conflicts, concentrating on tools and techniques designed to indicate what attitude to adopt when aggressiveness, tensions and pressures rise. This module is specially formulated around the method of Non-Violent Communications. Designed by Marshall B. Rosenberg, this method has been proving its effectiveness in the resolution of conflicts and in mediation for the past 30 years.

Targeted Audience (who can attend)

Middle Management and general staff.

Objectives and Contents

Upon completion of this workshop, every participant will be able to:

- Recognize his own aggressiveness
- Identify the preliminaries of conflict
- Manage his emotions
- Assert himself in aggressive relations
- Handle disagreements
- Soften the dialogue and create an atmosphere of trust
- Diffuse an aggressive and violent situation
- Say “no” or express criticism in a positive way
- Show empathy

During the workshop, each participant will learn to:

- Understand the process of these manifestations
- Recognize and analyze the manifestations of violence and aggressiveness
- Acquire a new method of communications in 4 stages
- Encourage active listening
- Establish an appeasing and satisfactory agreement for both parties
- Diffuse the emotional charge and practice distancing himself
- Express his emotions and limitations positively
- Recognize the link between types of inappropriate reactions and dysfunctional relations
- Anticipate and avoid that aggressiveness, tension or misunderstanding degenerate into conflicts