

# Conflict management

Length :	3 days
Venue :	Your facilities/Online
Calendar :	TBA
Group size :	5 to 15 persons
Public :	Ph.D. students
Educators :	Marine Pansu, Catherine Le Lay, Laurence Moss

Conflict situations, whether open or latent, generate negative effects (stress, anxiety, inefficiency...) that disrupt individuals and groups. This training course will help you decipher the mechanisms activated by these situations, whether they emanate from the individual or the organization, in order to identify their sources and, in the majority of cases, defuse tensions.

## Overall pedagogical objective

Identifying the factors and stages of conflict in order to resolve them early.

## Specific pedagogical objectives

- Understanding the different profiles and types of behaviours in the workplace
- Understanding group dynamics and leadership.
- Identifying the causes of tension, the situations and mechanisms leading to conflict
- Analysing and applying to specific situations
- Finding situational and behavioral solutions to resolve and prevent conflict
- Applying to one's own management of conflict

## Pedagogical method

Interactive workshop with group and individual exercises. Role play.

## Programme

- Collective assessment
- Conflict definitions analysis

- The diversity of conflicts.
- The four types of behaviour
- Group dynamics
- Chronology and maturing of conflicts.
- Emotion management
- Communication
- Role play.

This workshop is taught in English and French