

## Fundamental basis of operational management: Conflict management

### GENERAL AIM OF THE TRAINING

Know how to find the right position in a conflict situation.  
Analyse the stages of conflict resolution and the favourable outcomes.  
Understand failures and learn from them.

### PROGRAMME

#### Conflict management

- A conflict: what is it? (Definition and case study)
- The different types of conflict (latent conflict, open conflict, blocked conflict)
- The different types of conflict resolution (mediation, conciliation, arbitration)
- To decipher verbal and non-verbal signs (voice, physical appearance, posture et gesture, look, micro-expressions, space and distance)
- Attitudes to avoid (avoidance, denial, manipulation, submission, escape, violence)
- Internal and external manager to the conflict (OSBD (Observe, express your Feeling, express your Need, Ask) protocol and DESC (Describe, Express, Specify, Conclude) protocol, SPACE method)

#### Training feedback and training evaluation

- The "basis of management" quiz - approximately 30 questions

### PUBLIC VISE

Operational manager.

### PREREQUISITE

No degree or certificate required.  
To have at least some level of awareness about management.

### MODALITES

#### Inter-company training:

Organisation: 4 to 8 participants.  
Modality: online training.  
Language: French.  
Duration: 14 hours (2 days).  
Dates: contact us.  
Fees: €1800 VAT not incl. per person  
Accessibility: online training, accessible to people with disabilities.  
Access time after registration: 1 month.  
Educational means: Alternative theoretical and practical means with case studies and analysis tools.  
Assessment: tests and quizzes throughout the training

#### In-company training:

Organisation: private or group course.  
Modality: online training or on site of your company.  
Language: French.  
Duration: 14 hours (2 days).  
Fees: contact us for a quote.  
Accessibility: online training or on site in your company.  
Accessible to people with disabilities. Please let us know.  
Access time after registration: 1 month.  
Educational means: Alternative theoretical and practical means with case studies and analysis tools.  
Assessment: tests and quizzes throughout the training