

# Conflict Resolution Training: Understanding the Roots (SCONF, 1 jours)

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## Description

In our lifetime, most of us have to deal with an angry client, a passive-aggressive co-worker or a bullying boss at one time or another. Your ability to navigate that situation and exit gracefully from that difficult situation depends in large part on your self-confidence, skills and training. The course Making it Work for Everyone (Conflict Resolution Training) teaches you how to resolve problems & manage conflict while keeping your cool.

## Tarifs

- Tarification: \$850/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

## Plan de cours

### Managing the Other Stuff

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Common Mistakes in Dealing with Conflict

Creating a Positive Physical Environment

Identifying the Mood of the Situation

The Art of Communication

Power Struggles

Stimulating Creativity

### Personality Types and Preferences

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The Anatomy of the Brain

The Human Brain: From Left to Right

The Human Brain and Emotion

Understanding your own Personal Brain Dominance

Working with what you have: Personality Types

Personality Styles and Types

Identifying Areas for Improvement

### Managing Yourself

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Challenges in Multicultural and Multilingual Environments

Don't Break: Managing Stress

You're on the Clock: Managing Time

Work-Life Balance

### Managing Difficult People: The Classic Types

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Conflict Fundamentals

Categories of Conflict

Difficult Behaviours in Communication

Managing Anger

Coping with Difficult Behaviours

Calming Upset Customers

Concrete Techniques for Defusing Verbal Attacks

Scenarios

### Putting Skills in Action

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Be Prepared

Manage the Environment

Manage Your Emotions

Manage the Scope and the Rules : Set Limits

Handling Difficult Questions

Build Consensus