Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Management courses

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

199,00 €

PRICE INCL. VAT

244,77 €

including 23 % VAT

PDF SYLLABUS

Constructive Problem Solving and Conflict Management

Clear overview of course topics, training scope and key information.

The Constructive Problem Solving and Conflict Management training is intended for organizations where conflicts persist or dispute resolution is not effective and which are interested in solving problems in a constructive and productive way. The aim of the training is to acquire skills for solving personal and work problems. By understanding how conflicts arise, it is possible to achieve a change in attitude toward them. Conflict is a clash of opinions in which requirements, intentions, desires, efforts, interests, needs, opinions and values are confronted. A clash and struggle occur when the behavior of one participant prevents the other person from asserting their requirements or when their value orientation is significantly different. This seminar is focused on gaining essential knowledge and skills for successful resolution of conflicts and stressful situations in practice.

COURSE CONTENT

01

Definition of Conflict

What is conflict and what attitude should be taken toward it? Contradiction and conflict. Understanding how conflicts arise. Conflict situations. Constructive and destructive conflicts.

02

Behavior Models

Behavior of opposing parties. Options for quick conflict resolution. Suitable approaches to resolving conflict. Ways of responding to conflicts. Managing anger, aggression, pressure and manipulation in conflict.

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03

Communication in Conflict Resolution

How can suitable communication contribute to improving interpersonal relationships in organizations?

04

Conflict Resolution - Problem-Solving Options

Constructively from problems to their solutions - options for solving problems in any sphere through mediation and coaching, alternative methods of dispute resolution (mediation, facilitation) and their possibilities of use in practice. Managing various types of problem situations and conflicts using assertive techniques according to the requirements and work situations of the participants

05

Feedback and Evaluation of the Effectiveness and Efficiency of the Educational Activity

06

Modeling Situations and Practicing Problem Situations

07

Training for Acquiring Assertive Behavior Skills

This document serves as an informational overview of the course syllabus. Current dates, venue and availability are listed at Macrosoft.sk.

https://www.macrosoft.sk/en/courses/constructive-problem-solving-and-conflict-management