



Conflict Management Training

Seminar objective

Individuals having different thoughts, ideas, and interests can cause disagreements in the workplace. This course enables you to manage and deal with conflicts more effectively. Through the conflict management course, you will be able to identify the common causes of conflicts, learn how to handle different types of conflicts, and discover how to prevent conflicts from happening in your workplace by gaining hands-on experiences with different exercises – through different exercises. By the end of this course, you will have a better understanding of how to manage conflicts in the workplace and improve your work environment.

Seminar content

Understanding conflicts:

- Perception of conflict
- Common sources of conflict

Different types of conflicts:

- Analysis of conflict situations
- Conflict situations occurring in position of leadership and upper management
- Organisational and structural conflicts
- Conflict within and among groups

Managing conflicts professionally:

- Conflict diagnosis and conflict resolution
- Negative and positive aspects of a conflict situation (disruptive factor or procreative tension?)
- Conflict-creating and conflict-resolving behavior
- Helpful conversational techniques for conflict situations
- Evitable and in-evitable conflict situations

Hands on practice:

- Analysis of case studies
- Reflection of own behaviour

Methodology

Practical approach Input from trainer Group exercises Individual feedback

Target audience

The training addresses upper and middle management from corporates of all sizes and industries as well as management from the financial and public sectors.

Course ref.

ENG8003

Participants

not more than 9 participants

Schedule

Day 1: 10:00 am - 5:00 pm

Day 2: 9:00 am - 4:00 pm

Location & dates

Münster

20.06.2024 – 21.06.2024

02.12.2024 – 03.12.2024

16.06.2025 – 17.06.2025

01.12.2025 – 02.12.2025

Frankfurt am Main

14.04.2025 – 15.04.2025

Fee

1.150,00 € (ex. VAT)

1.368,50 € (inc. VAT)

Price includes comprehensive training documents, coffee and tea, and lunch.



FAX-ANMELDUNG +49 251 20205-99

Internet: www.kitzmann.biz
E-Mail: info@kitzmann.biz
Telefax: +49 251 20205-99

Ich melde mich/Wir melden uns zu folgender Veranstaltung an:

1. Teilnehmer

Name/Vorname

E-Mail

Mobilnummer

Veranstaltung Seminarcode

Ort Termin

Firmendaten/Rechnungsempfänger

Firma

Rechnung (Name)

Straße/Nummer

PLZ/Ort

Telefon/Fax

Branche

Datum

2. Teilnehmer

Name/Vorname

E-Mail

Mobilnummer

Veranstaltung Seminarcode

Ort Termin

Anzahl der Mitarbeiter in Ihrem Unternehmen

Kundennummer

Anmeldebestätigung (E-Mail)

Unterschrift