



# Conflict management

Recognize, solve and prevent conflicts in the team

## Seminar objective

Effective conflict management in the professional environment serves to identify and resolve tensions. Learn in our training, the most important conflict resolution techniques and train your conflict solving skills, as well as constructive behavior. The most important methods are trained with practical examples. A sustainable way of dealing with conflicts leads to an improvement of the atmosphere and has a motivating effect.

## Seminar content

### Conflict perception:

- Own behavior and attitude: analysis of typical conflict situations.
- Solving conflicts: Conflict-creating and conflict-resolving behavior.
- Dealing with reproaches, criticism and disputes
- Conflict skills: Conflict diagnosis and conflict management

### Conflict types and conflict identification:

- Organizational and structural conflicts
- How to recognize conflict potential: Avoiding escalation
- Conflicts in and between groups
- Dealing with anger and resentment in the office: avoidable and unavoidable conflict situations

### Conflict resolution techniques:

- What to do in conflict situations: Guiding questions and analysis of concrete cases from practice
- Helpful conversation techniques in conflicts
- Special conflict situations in management: Structure of a conflict discussion
- Communication techniques in conflict talks: Dealing with tensions and resistance

### The way forward!

- There is an opportunity In every conflict
- Recognize the dynamics of tensions and use them positively

## Methodology

Interactive and experience-oriented exchange Simulation of appraisal interviews Exercises with individual feedback Discussion based on practical examples Individual and group exercises

## Target audience

The conflict management seminar is aimed at specialists and managers from all areas who would like to improve their management skills in order to handle difficult situations constructively.

### Course ref.

KOM1004

### Participants

not more than 9 participants

### Schedule

1. Day: 10:00 - 17:00
2. Day: 09:00 - 16:00

### Location & dates

#### Online seminar

18.07.2024 – 19.07.2024  
14.11.2024 – 15.11.2024  
06.02.2025 – 07.02.2025  
14.04.2025 – 15.04.2025  
17.07.2025 – 18.07.2025  
13.11.2025 – 14.11.2025

#### Münster

24.06.2024 – 25.06.2024  
19.09.2024 – 20.09.2024  
14.11.2024 – 15.11.2024  
24.02.2025 – 25.02.2025  
14.04.2025 – 15.04.2025  
26.06.2025 – 27.06.2025  
18.09.2025 – 19.09.2025  
13.11.2025 – 14.11.2025

#### Hamburg

03.06.2024 – 04.06.2024  
04.11.2024 – 05.11.2024  
06.02.2025 – 07.02.2025  
02.06.2025 – 03.06.2025  
03.11.2025 – 04.11.2025

#### Berlin

05.09.2024 – 06.09.2024  
05.12.2024 – 06.12.2024  
09.01.2025 – 10.01.2025  
17.03.2025 – 18.03.2025  
04.09.2025 – 05.09.2025  
04.12.2025 – 05.12.2025

#### Hannover

30.09.2024 – 01.10.2024  
05.05.2025 – 06.05.2025  
18.09.2025 – 19.09.2025

#### Leipzig

08.07.2024 – 09.07.2024



17.10.2024 – 18.10.2024  
24.07.2025 – 25.07.2025  
27.10.2025 – 28.10.2025

**Cologone**

06.06.2024 – 07.06.2024  
19.08.2024 – 20.08.2024  
05.06.2025 – 06.06.2025  
18.08.2025 – 19.08.2025

**Frankfurt am Main**

11.07.2024 – 12.07.2024  
07.11.2024 – 08.11.2024  
13.01.2025 – 14.01.2025  
10.07.2025 – 11.07.2025  
06.11.2025 – 07.11.2025

**Nuremberg**

12.12.2024 – 13.12.2024  
11.12.2025 – 12.12.2025

**Stuttgart**

05.09.2024 – 06.09.2024  
21.11.2024 – 22.11.2024  
04.09.2025 – 05.09.2025  
20.11.2025 – 21.11.2025

**Munich**

18.07.2024 – 19.07.2024  
14.10.2024 – 15.10.2024  
23.01.2025 – 24.01.2025  
17.07.2025 – 18.07.2025  
13.10.2025 – 14.10.2025

**Vienna**

02.12.2024 – 03.12.2024  
10.02.2025 – 11.02.2025  
01.12.2025 – 02.12.2025

**Zurich \***

14.11.2024 – 15.11.2024  
28.10.2025 – 29.10.2025

**Fee**

1.150,00 € (ex. VAT)  
1.368,50 € (inc. VAT)

\* Fee Zurich:  
1.600,00 CHF

Included in the price: Working  
documents, certificate of  
participation, lunch and coffee



## FAX-ANMELDUNG +49 251 20205-99

breaks.

Internet: [www.kitzmann.biz](http://www.kitzmann.biz)  
E-Mail: [info@kitzmann.biz](mailto: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