

# Course : Managing professional conflicts: Anticipate, Understand, Resolve. Certification

RS6337

Practical course - 3d - 21h00 - Ref. COC

Price : 2190 € E.T.

NEW

This course is designed to enhance interpersonal skills in the workplace, from the basics of communication to conflict management. It enables you to identify profiles and signals of tension, so you can adapt your posture and encourage cooperation. It also incorporates essential dimensions such as disability awareness, stress management and the use of Non-Violent Communication (NVC) to create a serene and inclusive working climate.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify sources of tension and conflict in a professional environment.
- ✓ Using relational communication tools to prevent conflict
- ✓ Analyze relationship profiles to adapt interaction modes
- ✓ Manage conflict situations using appropriate tools (active listening, CNV, mediation)
- ✓ Sustain conflict resolution and strengthen team cohesion

## Intended audience

Anyone faced with situations of tension or conflict in the workplace.

## Prerequisites

At least one year's experience as a local manager or team leader. Certification is compulsory: sign the candidate charter.

## PARTICIPANTS

Anyone faced with situations of tension or conflict in the workplace.

## PREREQUISITES

At least one year's experience as a local manager or team leader. Certification is compulsory: sign the candidate charter.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## Certification

Organisée en partenariat avec EXCELLENS et reconnue par France Compétences, la certification se déroule à distance sous la forme d'une mise en situation professionnelle reconstituée. Elle repose sur la rédaction d'un rapport portant sur la gestion de conflits à l'aide des outils de communication relationnelle abordés durant la formation. Les participants devront produire un rapport d'analyse et présenter leur démarche lors d'une soutenance orale, à organiser dans un délai de deux mois après la fin du parcours. Durée de la soutenance : 45 minutes, 30 minutes seront dédiées à la présentation des outils au service de la résolution des conflits, suivies de 15 minutes d'échange avec le jury.

### Remote certifications

[See the certifier's official documentation](#) for the list of prerequisites for completing the online certification exam.

## Course schedule

### 1 The fundamentals of relational communication

- The components of communication (verbal, non-verbal, para-verbal).
- Perceptual filters and cognitive biases.
- Communication styles.
- Active listening and reformulation

#### Role-playing

Understand the basics of interpersonal communication to build trust.

### 2 Identify profiles and prevent tensions

- Profile typologies (e.g. DISC, Process Com, MBTI).
- The relational needs associated with each profile.
- Weak voltage signals.
- Behavioral incompatibilities.

#### Case study

Profile testing

### 3 Managing difficult situations and emerging from conflict

- Types of conflict (values, interests, personalities...).
- Stages in the evolution of a conflict.
- Intervention postures (mediator, facilitator, etc.).
- De-escalation tools.

#### Group discussion

Understand the mechanisms of conflict and know how to intervene constructively.

### 4 Organizing and sustaining relationship quality

- Distribution of roles and responsibilities.
- Setting and monitoring targets.
- Capitalize on past experience.
- Monitoring post-conflict commitments.

#### Role-playing

Set up a work organization that fosters cooperation and conflict prevention.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 5 Handling disability and stress

- Signs of stress and discomfort.
- Specific aspects of disability in the workplace.
- A caring, inclusive attitude.
- Finding shared solutions.

### Case study

Adapting your approach to employees in difficulty or with disabilities.

## 6 Non-Violent Communication (NVC)

- The 4 stages of NVC (Observation, Feeling, Need, Demand).
- Identify your emotions and needs.
- Formulate a clear, assertive request.
- Managing emotional reactions.

### Group discussion

Use NVC to defuse tensions and encourage constructive exchanges.

## Dates and locations

### REMOTE CLASS

2026 : 1 June, 16 Sep., 23 Nov.

### PARIS LA DÉFENSE

2026 : 1 June, 16 Sep., 23 Nov.