Course : Managing conflict in meetings, practical workshop

Practical course - 2d - 14h00 - Ref. REU
Price : 1360 € E.T.

★★★★⯪   **4,7 / 5**

During certain meetings, the moderator may have to deal with conflictual or delicate situations. This training course will enable you to learn the different methods for dealing with such situations, and to adopt the appropriate behaviors.

◎ Teaching objectives

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

- ✓ Managing conflictual or delicate situations in meetings
- ✓ Manage groups by identifying participants' behaviors
- ✓ Leading meetings in complex situations
- ✓ Getting a message across and learning to structure your speech
- ✓ Use problem-solving tools

Intended audience
Managers, project leaders. Anyone who needs to lead professional meetings.

Prerequisites
Basic knowledge of meeting facilitation techniques.

Practical details
Hands-on work
Self-assessment test. Case studies. Practical application of adapted behaviors through role-playing.

Course schedule

PARTICIPANTS
Managers, project leaders. Anyone who needs to lead professional meetings.

PREREQUISITES
Basic knowledge of meeting facilitation techniques.

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.

1 Group management

- Identify the steps involved in forming a group during a meeting.
- Learning to position the group in its evolution. The four stages of group formation.
- Understand participants' recognition needs at each stage.
- Use behavior analysis tools.
- Identify participants' behaviors and relational needs.
- Learn to anticipate reactions.

Hands-on work
Research into participants' dominant states, attitude sequences and behavior change.

2 Managing meeting participants

- Identify behavioral changes.
- Recognize listening filters: generalization, distortion, selection.
- Manage the different "states of self" of meeting participants.
- Manage participants' relational needs.
- Adapt your speech to your audience.
- Reformulate your speech to optimize comprehension.

Hands-on work
Simulation of a business meeting.

3 Facilitating meetings in complex situations

- Take into account the specific needs of participants.
- Learn to lead a meeting while interacting with participants. Know how to bounce back.
- Adapt your animation style to suit the event and the objective to be achieved.
- Use the four types of animation in response to unforeseen circumstances and participants.
- Meeting the needs of difficult participants.

Hands-on work
Recognize different types of behavior in meetings. Know how to manage these people and turn them into allies.

4 Facilitation tools for complex meetings

- Anticipate deadlock situations.
- Learn how to structure your message. Message, objectives/benefits, intentions/benefits.
- Knowing how to convey a message in line with participants' relational needs.
- Resolve conflicts and disagreements.
- Mediation skills, tools and behaviors.
- Use problem-solving tools.

Hands-on work
Meeting facilitation simulations. Participants take it in turns to become moderators. Handling objections and aggressive reactions. Managing a problem in a meeting based on real cases.

Dates and locations

REMOTE CLASS
2026 : 22 June, 24 Sep.

PARIS LA DÉFENSE
2026 : 22 June, 24 Sep.