

# Course : Managing conflict with the Conflict Dynamics Model

an innovative approach

*Practical course - 2d - 14h00 - Ref. CFL*

*Price : 1590 CHF E.T.*



Conflict is inevitable and sometimes useful. This training course will give you a positive view of conflict, a better understanding of your behavioral reactions in these situations, and the ability to choose rather than endure them.

## Teaching objectives

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

- ✓ Understanding conflict
- ✓ Identify your behavioral profile in conflict situations
- ✓ Choose to develop rational rather than emotional behaviors
- ✓ Adopt a constructive attitude to conflict management
- ✓ Communicating and listening in conflict situations
- ✓ Taking account of the various stakeholders
- ✓ Drawing up a personal progress plan

## Intended audience

Hierarchical or cross-functional managers, anyone wishing to understand and better manage conflict.

## Prerequisites

Must have previously completed the online questionnaire. Management experience desirable.

### PARTICIPANTS

Hierarchical or cross-functional managers, anyone wishing to understand and better manage conflict.

### PREREQUISITES

Must have previously completed the online questionnaire. Management experience desirable.

### 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.

## Practical details

### Hands-on work

Self-positioning test, case studies, feedback, role-playing exercises followed by debriefing.

### Teaching methods

Active pedagogy based on real-life situations: CDP (Conflict Dynamics Profile®) self-positioning test, role-playing exercises followed by debriefing, training on specific tools.

## Course schedule

### 1 Understanding conflict

- Representations of conflict.
- Conflict is a dynamic process.
- The five levels of potential conflict intensity.
- From conflict management to behavior management.
- Conflict handling methods: high road or low road.

#### Hands-on work

In sub-groups: define conflict and share ideas. Case study: identify the five levels of conflict intensity.

### 2 The Dynamics Conflict Model®: an innovative approach

- Model articulation.
- There can be no progress or innovation without conflict.
- An operational behavioral model.
- The dynamics of conflict.
- The compass of conflict.
- Constructive and destructive behavior.
- Conflict triggers.

#### Storyboarding workshops

Contributions and exchanges on the approaches presented. Sharing of real-life situations.

### 3 The Dynamics Conflict Model® (DCM): its behavioral profile

- Appropriation of feedback report content.
- Discover your confidential individual profile.
- Links between the different dimensions.
- Consequences of behavior.

#### Storyboarding workshops

Appropriation of test results, exchanges, answers to questions by the presenter.

### 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.

#### 4 Developing constructive behaviors

- Analyze the situation taking all stakeholders into account (BOSS network).
- Role-playing in real-life situations.
- Exercises to practice each constructive behavior.
- Temporize and express emotions.
- Develop flexibility.
- Know how to communicate (information wheel) and listen (listening cycle).

##### Role-playing

Training in the tools proposed and collective debriefing. Theoretical discussions based on observed behaviors.

#### 5 Drawing up a personal progress plan

- Identify strengths and areas for improvement.
- Draw up an action plan.

##### Hands-on work

Define the actions in your personal plan and share in small groups using the support provided.