

# Course : Managers, managing difficult situations

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

**Price : 1590 CHF E.T.**

★★★★☆ 4,4 / 5

BEST

In a constantly changing professional environment, conflict management is a key skill for any leader wishing to unite and succeed. This course provides practical tools and communication techniques for understanding conflict dynamics, defusing delicate situations and managing disagreements constructively. Learn how to develop strategies to maintain a calm work climate while asserting your leadership. At the end of this course, you'll be able to transform conflicts into opportunities for dialogue and improvement.

## Teaching objectives

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

- ✓ Understanding the different sources of conflict and how to avoid them
- ✓ Recognize and manage your emotions and those of the person you are talking to
- ✓ Developing assertive and empathic communication skills
- ✓ De-escalate and resolve conflicts using different strategies

## Intended audience

Team managers, hierarchical, hybrid or cross-functional team leaders

## Prerequisites

No

## Course schedule

### PARTICIPANTS

Team managers, hierarchical, hybrid or cross-functional team leaders

### PREREQUISITES

No

### 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.

### 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.

## 1 Conflicts: recognizing and preventing them

### Compétences visées

- Understand the different types and levels of conflict, as well as their origins
- Understanding the different stages of a conflict
- Identify sources of conflict, being wary of perceptions and hasty conclusions
- Developing conflict prevention strategies

### Activités pédagogiques

- Group discussion: defining a conflict
- Sub-group exercises: identifying types of conflict and possible solutions
- Case study: identify conflicts and tensions in a team, identify the root causes of each conflict and propose concrete solutions to prevent or resolve these conflicts.

### Outils et méthodes

- Levels of conflict
- The stages of conflict

## 2 Communicating and managing emotions in conflict situations

### Compétences visées

- Understand the principles of emotion management and emotional escalation in conflicts
- Identify the need behind each emotion
- Develop active listening techniques and an empathetic posture to understand and defuse conflicts
- Assertive communication
- Be aware of your own attitudes and behaviours in conflict and how they can be improved

### Activités pédagogiques

- Group discussion: how do emotions influence the way we react in conflict situations?
- Practical work: identifying best practices in frustration management
- Individual exercise: defining actions to meet needs assertively
- Case studies: application of the DESC method and active listening techniques

### Outils et méthodes

- DESC method
- Active listening techniques
- Plutchik's wheel of emotions (or any other self-awareness tool)

#### 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 to review your request and its feasibility.

### 3 Master conflict resolution techniques

#### Compétences visées

- Resolving conflicts to maintain healthy, productive relationships
- Develop different conflict resolution strategies, such as negotiation and mediation
- Take into account the perspectives of your contacts to find common ground

#### Activités pédagogiques

- Exercises: postural, vocal and behavioral training
- Video: listening to and analyzing the voices of great orators

#### Outils et méthodes

- Theatrical techniques for voice, gaze, body language and use of space
- Negotiation and mediation techniques

### 4 Adopting effective behaviors

#### Compétences visées

- Distinguishing between facts, opinions and feelings
- Establish positive relations with your professional environment: active listening and empathy
- Developing assertiveness with DESC
- Identify operating systems and differences in perception between players
- Decoding non-verbal messages

#### Activités pédagogiques

- Self-assessment: listening and assertiveness skills
- Exercises: distinguishing between facts, feelings and opinions
- Case studies: assertive conflict management based on real-life situations

#### Outils et méthodes

- DESC method
- Assertiveness techniques
- Active listening techniques

## Dates and locations

### REMOTE CLASS

2026 : 4 May, 4 June, 2 July, 6 Aug., 17 Sep.,  
8 Oct., 16 Nov., 7 Dec.