

# Course : Managing conflicts in the healthcare and medico-social sector

*Practical course - 3d - 21h00 - Ref. ETS*

*Price : 1310 € E.T.*

Conflicts frequently punctuate or paralyze the operations of many health and social care establishments. The aim of this training course is to help managers better manage conflicts within their teams, and thus maintain efficiency and quality of life at work.

## Teaching objectives

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

- ✓ Recognize and measure the seriousness of the conflict and its consequences
- ✓ Confronting conflict as a manager
- ✓ Understanding trigger factors
- ✓ Taking a step back and adopting effective conflict resolution behaviours
- ✓ Overcoming conflict through communication, mediation and negotiation

## Intended audience

Executives and executive assistants.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Étude de cas sur les conflits. Questionnaire pour analyser ses réactions en situation de conflit. Mises en situation de gestion de conflits.

### Teaching methods

A participative approach based on participants' professional experience.

## Course schedule

### PARTICIPANTS

Executives and executive assistants.

### PREREQUISITES

No special knowledge required.

### 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 Understanding conflict and how it works

- Identify your own representations of conflict.
- Analyze the causes of conflict.
- Understanding the conflict process and dynamics.
- Recognize and measure the seriousness of the conflict and its consequences.

### Hands-on work

Réflexion collective sur les représentations du conflit. Étude de cas sur les causes du conflit. Vidéo sur le processus conflictuel.

## 2 Confronting conflict as a manager

- Diagnose reactions to conflict and areas for improvement.
- Avoiding or dealing with conflict. Choosing the right moment.
- Anticipate the post-conflict situation to adapt the right relational and organizational strategy.

### Hands-on work

Questionnaire to identify your own reactions. Case study on managerial positioning.

## 3 Understand the sources of conflict to better guide your actions

- Learn to dissociate the different causes of a conflict to gain perspective.
- Become aware of the causes inherent in your managerial behavior, in order to progress and take action.
- Understand the strategy and stakes of the players involved in the conflict.
- Take account of your possibilities and limits when managing conflict.

### Case study

Video and case studies to analyze causes and solutions.

## 4 Adopt a win/win attitude

- Develop a benevolent and assertive attitude by applying transactional analysis.
- Use active listening techniques to maintain an objective view of the situation.
- Manage your emotions to preserve your "self-control" and understand the other person's emotions.

### Hands-on work

Questionnaire sur l'assertivité. Exercices d'écoute active et de gestion des émotions.

## 5 Choosing the right exit strategy

- Dealing with conflict by adopting a collaborative strategy.
- Master the rules of conflict prevention.
- Use conflict to improve management skills.
- Build an individual action plan at the end of the course and in three months' time.

### Hands-on work

Étude de cas sur les stratégies de sortie de conflit. Mises en situation : adopter la stratégie de collaboration. Débriefing collectif.

### 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.

