



Conflict management

CHANGE

Each content can be adapted according to your needs.

PEDAGOGICAL OBJECTIVES

- Become aware of cognitive biases in conflict management and reactions to conflicts
- Understand how to reduce the amount of conflict you can experience in the context of change
- Learn strategies and communication skills that will help with conflict management

TOPICS COVERED

People tend to personalize and make an organizational change about themselves when it occurs - thinking that the change is taking place either for, or in spite of, them. This gives rise to conflict which when left unresolved can have a heavy toll on the project's success and the turnover of human capital. Understand the principles of conflict management and learn techniques to resolve conflicts in the context of change programmes.

1. Principles of conflict management

Understanding the problem to better solve it

2. Conflicts and resistance to change

Focus: conflict management in the context of change

3. Conflict prevention

Habits, techniques, and strategies to reduce conflicts

4. Conflict resolution

Strategies and steps to resolve conflicts
Practice tools to improve communication skills in conflict resolution



Recommended duration

1 day



Prerequisite

Anyone dealing with resistance to change and conflict

[To learn more](#)