



# 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](#)