



Conflict Resolution

About:

Do you want employees to deal better with conflict? Do you want them to be able to mediate and solve problems? In this effective training Conflict Resolution participants learn how to deal with conflicts in a constructive manner.

The approach is aimed at a positive result for all parties involved. They develop their empathic ability and learn to recognize signals and anticipate on them. To develop these skills participants will work with professional role play actor. They can practice with realistic situations and reactions and get a good insight into the effect of different approaches.

Results:

- Participants handle conflicts better and if possible know how to prevent them.
- Participants have insight into their personal conflict management style
- Participants have a better understanding of conflict situations
- Participants know how to resolve conflicts constructively

Approach:

This training is highly interactive. The trainer focuses on the participants learning objectives and their skills development. Participants gain insight into conflicts and how to deal with them in a constructive way. Together with a professional role play actor our learners can practice dealing with conflict situations. This provides insight into their own reactions and those of others. Learners are provided with effective instruments that they can use to handle and resolve conflicts. In this way you train your communicative skills and solution orientation in conflict situations so that after the training they deal with conflicts highly effectively.

Experiential Learning:

To increase the impact of the training, we work with a very experienced trainer and professional role play actor. They help our participants improve their conflict resolution skills. They do this on the basis of the Experiential Learning Approach. This is a safe and confrontational training method that ensures that learners get more insight into the effect of their actions and behaviors. We do this so our learners will achieve all their learning goals and thus become more successful in dealing with conflict and resistance.