

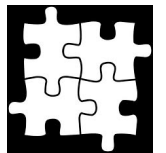
Turning Conflicts into Agreements

Communicating is a permanent and natural activity. We don't need to share the same opinions in order to make things happen. Sometimes, unfortunately, our discussions derail and are replaced by the expression of beliefs, preconceived ideas, stereotypes and judgments. Our interests diverge, our styles displease, our values are different. The conflict is not far.

- 🎧 Understanding where conflicts come from
- 🎧 Recognising the primary symptoms of a conflict
- 🎧 Being aware of the consequences of a conflict and knowing when to act
- 🎧 Expressing my emotions in order to clarify and not to vent
- 🎧 Understanding, recognising and using the five conflict resolution strategies
- 🎧 Following the four steps conflict resolution method
- 🎧 Listening actively and accept my mistakes
- 🎧 Using tools that improve communication and reducing risks of conflict
- 🎧 Accepting to call upon a third party if the rest fails



Understand



Integrate



Practise

Turning Conflicts into Agreements - Agenda

DAY I

- 📌 Defining the notion of conflict
- 📌 Symptoms and origins of conflicts
- 📌 The Drama Triangle
- 📌 Leaders' intervention



Subgroup Discussions

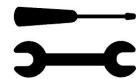
- 📌 The Thomas Kilmann model
- 📌 Strengths and weaknesses of each strategy
- 📌 Relevant use of each strategy
- 📌 Links between the DiSC and Thomas



Role Plays/ Exercises

Kilmann models

- 📌 The CALM conflict resolution method
- 📌 Stereotypes
- 📌 Generalisation
- 📌 Exaggerations
- 📌 Anticipating to avoid conflicts
- 📌 Setting limits
- 📌 Agreeing with something
- 📌 Criticising constructively



Tools, Models, Methods



Illustrative Videos



Role Plays/ Exercises

Keep intuition and instinct - Add structure and strategy!