

Conflict

Conflict management

How executives can maintain control in conflict situations and use areas of tension as an opportunity to change behaviour in a targeted way.

Conflicts often turn out to be pitfalls of results as they reduce the effectiveness of leadership. On the one hand, there is the demand to see conflict as an opportunity and deal with conflict. On the other hand, surveys and experience have shown that at work conflict avoidance and evasive behaviour are key strategies. My seminar offers the possibility to thoroughly understand the highly praised ability to deal with conflict as a part of social competence, from the fundamental attitude towards conflict via psychological and social processes going on when conflicts are experienced to the different strategies of constructive conflict management. Whether the seminar is to be focused on individual conflict experience or social processes will be determined together with the participants.

Focal topics:

- Definitions of conflict
- Conflict stages and their significance for conflict resolution
- Conscious or unconscious strategies of conflict resolution
- Personal conflict behaviour
- Conflict and communication
- Conflict and values
- Emotional Intelligence
- Conflict resolution in practice