

## Conflict Resolution

### Target Group

Employees who want to improve their communication skills in difficult situations.

### Course Goals

Sometimes we have to face difficult situations, be it with bosses, colleagues or even friends. These situations get so hard that we may even think of quitting the job or the relationship. What tools can we use to ease the process and achieve an agreement that helps the involved parties to save face and resolve the conflict?

Learn to detect a conflict at an early stage to prevent its development and escalation. Train tools and skills to resolve a conflict.

### Content

- Symptoms and stages of a conflict
- Communication tools to prevent and resolve a conflict
- Dealing with negative emotions in a conflict
- Possible roles in a conflict
- How to use arguments and questions in a difficult situation
- How to avoid a conflict
- Real World Coaching Clinic: Bring your own cases and practice conflict resolution in a confidential and sheltered environment

### Coach

**Caterina Schöne**, trainer and coach

### Date, Time and Location

Arbitrary

### Costs

For members / non-members                      CHF    2800