



Conflict Handling

A conflict is a situation in which two or more parties use methods, pursue goals, or adhere to values that actually or in the perception of the parties are incompatible and therefore clash. It is an unresolved contradiction.

Wikipedia

Conflicts can lead to an unpleasant work atmosphere and even health issues. Your attitude within a conflict can affect the effectiveness of your work either positively or negatively.

In this training we will visualize the different interests that play a role in your organizational environment and examine where conflicting interests put pressure on work execution. We look at possible internal and external conflicts. We examine which conflict-handling strategy is most effective in which situation.

YES Human Factors Ltd does this with the help of very experienced trainers and teachers with a background in management (operational and HR), psychology, organizational development and change management. The practical experience of decades comes from different organizations, such as Siemens, Royal Air Force, KLM, Martinair, Ministry of the Interior, police etc.

YES Human Factors Ltd provides training within the market segments: hospitals, coast guard, process industry, IT, safety regions, banks and aviation.

We kindly invite you to participate in this interactive, practical and inspiring program.

Jean-Pierre Kahlmann and Han van der Meer
Partners YES Human Factors Ltd

Conflict Handling

Conflict Handling is specially designed for middle and senior management who want to grow in their organization and contribute to a safe, effective and efficient working climate.

Description

The training provides insights but also tools to effectively deal with conflicts in the workplace.

Program

Day1:

9.00 Welcome with coffee
9.30 Introduction
10.00 Introduction and definitions
10.30 Importance of Shared Situation Awareness
11.00 Break
11.15 Stakeholders and their interests (incl group exercise)
12.15 Lunch
13.00 Types of conflicts and possible resolution strategies.
14.00 Break
14.15 Characteristics Mediation
14.45 Exercise Conflict Resolution
16.15 Break
16.30 Evaluation and conclusion
17.00 End

Day2:

09.00 Welcome with coffee
09.30 Reflection on previous day
10.00 The model of McClelland (group discussion)
10.30 The adaptive challenge
11.00 Break
11.15 Change strategies (Boonstra)
11.45 Intervision as a methodology
12.30 Lunch
13.30 A case study (intervision) (Cases prepared as homework)
15.00 Break
15.15 A case study (intervision)
16.30 Evaluation and conclusion
17.00 End

Questions and registration

For more information and to register, please contact:

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Or send an e-mail to info@yeshumanfactors.nl

Overview

Conflict Handling

Program duration

2 days

Group size

3-12 persons

Dates

In consultation

Location

YES Human Factors

Voorstraat 2

5353 KE Dieden

Or

In consultation In company or close to your home and/or workplace

Costs

€ 1080, - excl. VAT per participant
Excluding rent, overnight stay, etc.

Study material, coffee, tea and lunch are included.

Methodology

- Providing reflective insight
 - Homework prior to the first training (reading assignment)
 - Group discussions
 - Group assignments
- NOTES.

Homework assignment prior to the training:

- Depending on whether MD course has already been followed,
- prepare and hand in intervision case.