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# To prevent and manage conflicts

*This training is intended  
for managers*

Duration: 2 days

## The seminar objectives

- **To make the managers aware** that conflicts can be prevented and managed
- **To identify** the behaviours, attitudes and the managerial functioning which generate conflicts
- To define the most important **practical applications** for oneself and one's team.

## The seminar programme (1)

### 1. Some fundamental reference points

- An array of causes: contextual, human, interactional, managerial, organisational, etc.
- Analysis of the first 2 minutes of the relationship and of the first 2 minutes of the conflict
- The systemic point of view: a problem is due to an inappropriate attempted solution
- The emotional intelligence
- One's own behaviour when faced with the practical manifestation of conflict

## **The seminar programme (2)**

### **2. The prevention of conflicts**

- A state of mind: an awareness and a learning posture
- The manager's interactional competences
- The managerial competences at stake
- The identification, analysis and management of the weak signals of conflicts

## **The seminar programme (3)**

### **3. To manage conflicts**

- The manager's role
- The individual management and the collective management : who does what, when, where, how, why.

### **4. Coaching workshop: inventory of the conflicts to prevent or to manage**

- To build a development strategy for one's interactional and managerial competences
- To build a strategy for preventing conflict or regulating conflict for one's team.

## **Seminar organisation**

This seminar is organised within a company.

It will be adapted to your environment and to your specific context.

As presented in this document it lasts 2 days.

Depending on your needs a bespoke follow-up can be provided.

## The consultant and coach

Danièle Eozenou, Eric Siegrist or one of their colleagues.

Each of them have been working to help change in various professional settings and in different contexts for the last 10 to 20 years.

*Pedagogy: theoretical presentations enriched by a very interactive pedagogy which combines coaching in pairs, codevelopment, thought workshop, case studies, etc.*

### Recent references

AP/HP

AXA-IM

Bouygues Telecom

Crédit Agricole SA

Groupe Casino

Mutuelle Nationale  
Territoriale

Société Générale

Soparind Bongrain

etc.

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