

TRAINING AGENDA – HOW TO SOLVE CONFLICT

1. Topics covered during the training

- Characteristics Of Potential Conflicts In A Professional Setting
- Analysis of Participants' Behavior During Conflict
- Techniques Improving Solution-oriented Communication Skills
- Preventing Conflict- strategies

2. The Target Group

- Managers, Executives and staff
- CEOs, VPs
- All staff

3. The practicalities

- Avoidance of conflicts
- Implement strategies to prevent conflict
- Analyze the participant's behavior during conflict
- Solve conflict