



2 day custom program **Prevention and Conflict Management Tools I. (Basic)**

Lead Yourself

Shine
Leadership

At the beginning of every conflict solution is the realization that agreement does not mean consensus, but willingness.



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Why choose this program?

Do you want to understand the basic patterns of interpersonal communication, possibilities of conflict prevention and analysis, and conflict resolution? Do you need to **recognize manipulation and unfair practices** in communication and negotiation?

This two-day training program will give you useful insight into problematic situations from different angles – and help you find a mutually acceptable solution. You will actually get to practice everything you have learned straight away.

Topics

- This interactive training is based on the goal to instigate a change in communication habits.
- Practicing on model situations
- With the emphasis on active solution of specific situations and feedback
- From knowledge to real work situations

Objectives – day 1

- Looking at a conflict from different angles
- Types of conflict
- The development of a conflict and its phases
- Possible influencing, conflict analysis
- Strategies, styles
- Essentials to conflict resolution and effective communication
- Training
- Feedback

Objectives – day 2

- Tools and skills – active listening, questions, paraphrasing, empathy
- Openly expressing your opinions and feelings – effective communication
- How to manage one's own reactions to others' behavior in a conflict situation
- Steps to conflict resolution, leading a discussion
- Assertiveness as a way to prevent conflict situations and the way to manage them
- Self-defense or how to say "no"
- Releasing negative emotions and stress
- Training and feedback

Methods and techniques

Model situations and group work. Group sharing techniques and reflection, interpretation and a coaching approach based on a questionnaire.



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