

TRAINING

CONFLICT MANAGEMENT & COMMUNICATION



EDUCATIONAL GOALS

- Communicate with assertiveness and efficiency in the professional environment (ascending, descending and transversal communication)
- Include your managerial practice in a process of continuous improvement
- Identify your managerial profile and communication levers
- Anticipate conflicts
- Manage conflicts

CLASS FORMAT

Our classes are usually made up of 8 to 12 students for better individualization of learning. The International College of Cannes also offers individual courses for faster and more efficient learning.

OUR PEDAGOGY

- Brainstorming
- Workshops
- Tests
- Scenarios
- Methodological contributions
- This training is led by a specialized trainer.

EVALUATION

A final simulation session, using the concepts mentioned in the course

A skills assessment sheet is given to each trainee allowing them to assess their skills.

DOCUMENTS AND MATERIALS FOR TRAINEES

Each trainee will be given a training certificate at the end of the session.

PEDAGOGICAL SUPERVISION

The training is led by specialized trainers.

INFORMATION

TRAINING DURATION

14 hours over 2 days

PUBLIC

Active operational managers

PREREQUISITES

Ability to communicate orally and in writing in French

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OUR PROGRAM

Optimize your daily managerial practice :

- Demonstrate leadership while maintaining credibility and relational exemplarity
- Trigger engagement: praise, recognize, value
- Maintain commitment over time: anticipate and reduce possible sources of dissatisfaction
- Develop cohesion and team spirit
- Evaluate the level of autonomy of each of your employees and adapt their support
- Identify professional and relational skills and promote the emergence of talents
- Identify areas for improvement and solutions to be implemented

The keys to communication to avoid getting into conflict

- Identify the beginnings of the conflict, the stages of its evolution, the possible choices to avoid escalation
- Communicate upstream, listen, accept different opinions but by controlling your emotions and without losing sight of your objective
- Explaining your choices based on unquestionable objective criteria
- Promote "production" and the team: quality of service, involvement, respect of deadlines, understanding of customer needs (internal or external)....
- Understand the operating methods of each employee to better communicate, involve and facilitate the success of the team.

Communication at the service of the development of team spirit

- Communicate clearly/effectively, explain the choices, the collective objective and the importance of each person's role in achieving the objectives
- Anticipate the conflict situations that will follow and plan possible negotiations
- Consider different points of view through authentic listening
- Encourage employees to bring their vision and their solutions centered on the collective objective

Decipher behaviors

START DATES

Please contact us for more details

HOW TO ENROLL

To register, please contact our team via the contact page of our website, by email at info@french-in-cannes.fr or by phone at +33 (0)4 93 47 39 29

PRICE :

1200 Euros