

Conflict management in a multicultural team

GENERAL AIM OF THE TRAINING

Know how to find the right position in a conflict situation, while in a multicultural environment.
Analyse the stages of conflict resolution and the favourable outcomes.
Understand failures and learn from them.

PROGRAMME

Conflict management in multicultural context

- A conflict: what is it? (Definition and practical case adapted to a multicultural dimension)
- The different types of conflict (latent conflict, open conflict, blocked conflict)
- The different types of conflict resolution (mediation, conciliation, arbitration)
- To decipher verbal and non-verbal signs (voice, physical appearance, posture et gesture, look, micro-expressions, space and distance) and apply it to the specific context
- Attitudes to avoid in a context where perception can vary (avoidance, denial, manipulation, submission, escape, violence)
- Internal and external manager to the conflict (OSBD (Observe, express your Feeling, express your Need, Ask) protocol and DESC (Describe, Express, Specify, Conclude) protocol, SPACE method)

Training feedback and training evaluation

- The "basis of management" quiz - approximately 30 questions

PUBLIC VISE

Operational manager.

PREREQUISITE

No degree or certificate required.

To have at least some level of awareness about management and multicultural issues.

MODALITES

Inter-company training:

Organisation: 4 to 8 participants.
Modality: online training.
Language: French.
Duration: 14 hours (2 days).
Dates: contact us.
Fees: €1800 VAT not incl. per person
Accessibility: online training, accessible to people with disabilities.
Access time after registration: 1 month.
Educational means: Alternative theoretical and practical means with case studies and analysis tools.
Assessment: tests and quizzes throughout the training

In-company training:

Organisation: private or group course.
Modality: online training or on site of your company.
Language: French.
Duration: 14 hours (2 days).
Fees: contact us for a quote.
Accessibility: online training or on site in your company.
Accessible to people with disabilities. Please let us know.
Access time after registration: 1 month.
Educational means: Alternative theoretical and practical means with case studies and analysis tools.
Assessment: tests and quizzes throughout the training