

## Anticipate DISPUTES and defuse workplace CONFLICT

### Creative NEGOTIATION

#### Target population

Experienced managers  
(operational or functional), Sales  
Managers, Consultants...

#### Catalog Training

English Speaking countries

To include in the Company  
Catalog, available to staff or

to set up an action for a Service,  
one or several teams.

**2 to 6 participants :**

**By videoconference : 14 hours**  
(in 4 to 6 modules)

**A Preparatory OBJECTIVE Sheet is  
sent to the participants**

if you wish a tailor-made, more  
contextualized training, a **preparatory  
video meeting** will be organized

#### INDIVIDUAL

(by videoconference)

**Depending on the goals :**

#### TRAINING

**10 hours ♦ 2 500 €**

Number of sessions and frequency,  
defined with the trainee.

or

#### Operational COURSE

Contact us to clarify the context, the  
progress points and the challenges  
to face

We send a proposal with total dura-  
tion and cost.

### OBJECTIVES

**During the training, you will have acquired skills which will enable you to :**

- use your abilities to maintain or restore positive relationships,
- get out of tricky or daily stalemate situations,
- develop common ground in order to increase efficiency.

### Possible Program Development

#### Anticipating disputes

Being watchful regarding emerging tensions, in order to manage them  
immediately

Identifying what is important to you and for the others

Making distinction between facts, interpretations, judgments and opinions

#### Establishing a positive relationship, based on mutual respect

Clarifying the situation

Identifying the positions of each other and their values motivating their  
actions or reactions

Avoiding apriorisms and reducing representations

Showing a quiet and asserted behavior

#### Expressing your ideas and beliefs

What is negotiable, what is not

Collecting objective information, asking respectfully, reformulating,  
relying on facts

Highlighting areas of agreement and disagreement

Distinguishing implied needs behind the objections

#### Looking for creative ways to proceed

Carefully clarifying the intention

Being more flexible, allowing real cooperation

Building a sustainable outcome win / win for each party

#### Setting up a follow-up

Strengthening a new link, favorable for better collaboration