



Essentials of Conflict Management (VR+)



Fully Immersive Learning Environment
with Virtual Reality modules



Communication Skills

Programme Details

Develop the key skills you need to manage conflict and keep your team focused on the real results

Highlights

- Learn key models to manage conflict in business
- This programme includes MCE Extended Learning powered by Virtual Reality modules

Key Competences

- Conflict management
- Gaining trust and support
- Understanding real interests
- Listening for feelings
- Turning disagreements into positive business discussions

The Right Programme for You

You have been faced with conflict in your team, department or organization and you need to develop the right skills to manage it effectively and positively.

Senior Managers

Managers

Learn, Practice and Use

- **Recognize** the underlying causes of conflict in business
- **See** the difference between disagreement and conflict
- **Map** conflict using a five-step approach
- **Identify** ways to develop flexible responses to personal and professional conflicts
- **Turn** disagreements into positive discussions by applying the "Model to Disagree"
- **Know** how trust is lost and regained during disputes
- **Understand** why relationship conflict and content conflict should be handled differently
- **Identify** your own feelings and actions when faced with conflict
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face



2 days
€2,795

Virtual Reality

This programme includes MCE Extended Learning powered by Virtual Reality modules, with realistic situations.

Available In-Company

The programme is available as an In-Company solution for your teams. More information at mce.eu/inco

mce.eu/communication for dates, locations and full programme outline

A Fully Immersive Learning Environment

- Practice soft skills in a realistic three-dimensional environment
- Simulate real-life situations and interactions
- Experiment and learn from your mistakes in a risk-free setting
- Engage in complex interpersonal interactions to practice empathy, emotional regulation, and conflict resolution in a variety of situations
- Receive immediate feedback, based on your actions and decisions, within the virtual environment - to quickly identify areas for improvement and adjust your behaviours accordingly
- Receive detailed data regarding your performance - before and after the training module, including decision-making processes, reaction times, and areas of difficulty. This will be analyzed to assess effectiveness and identify areas for improvement



Virtual Reality Modules

➤ Understanding Conflict

Observe how conflicts can develop within diverse teams, develop your ability to flag non-inclusive behaviour and practise relationship-building skills.

Experience a realistic scenario of communicating with another person. Practice active listening, identify inappropriate behaviour, and give constructive feedback. Practice to become more thoughtful, articulate and understand when viewing conflict in a business environment.

Objectives:

- Learn effective listening skills
- Acknowledge the need to be aware of stereotyping
- Identify inappropriate behaviour
- Practise relationship-building skills
- Practise giving constructive feedback.
- Practise applying techniques to manage conflict

➤ Active Listening

Identify poor active listening habits, experience what lack of active listening feels like and practise active listening behaviours like clarifying, summarising or acknowledging emotions.

Experience realistic scenarios of communicating with another person. Practice active listening in an office environment - and become a more engaged, thoughtful member of the team.

Objectives:

- Apply leadership and communication techniques to drive business success and become a more effective leader
- Implement best practices for influencing employees, managers, subordinates, customers and other stakeholders
- Effectively handle challenges such as delivering unpopular news, increasing team motivation and restoring credibility
- Communicate confidently in any environment, from elevator pitches to high stakes presentations that earn buy-in and cooperation
- Deliver powerful messages that lead to action and that control emotions when facing resistance
- Sell your organization's vision, mission and values to your team members

➤ Resolving Conflict

Observe how a leader's own behaviour can perpetuate inappropriate behaviour, develop skills to help others address the source of their conflicts and practise coaching others to lead by example.

Diversity isn't just about bringing different people together, it's about creating an environment where everyone feels welcome and accepted. This scenario looks at a set of techniques that will help you resolve conflicts by coaching the manager to do so.

Objectives:

- Learn how a leaders own behaviour can perpetuate inappropriate behaviour
- Develop skills to help others address the source of their conflicts
- Practise coaching others to lead by example

Programme Outline

- **1. VR Module: Understanding Conflict**
- **2. Developing Conflict Awareness**
 - Recognising the difference between disagreement and conflict
 - Understanding the five levels of a conflict
 - Exploring barriers to conflict management and resolution
- **3. VR Module: Active Listening**
- **4. Responding to Conflict**
 - Identifying your own feelings and actions in response to conflict
 - Applying the P-U-R-R Model to demonstrate understanding
 - Utilising the validating process
 - Distinguishing between listening for thoughts and listening for feelings
- **5. The Role of Trust in Minimising Conflict**
 - Describing the 4 Cs as the cornerstones of building trust
 - Knowing how trust is lost and regained, and how transparency validates trust
 - Identifying interests behind positions
- **6. VR Module: Resolving Conflict**
- **7. Conflict Strategies**
 - Identifying your preferred strategies for responding to conflict
 - Understanding the five conflict strategies
 - Exploring appropriate strategies to minimise/manage conflict
- **8. Moving Beyond Conflict**
 - Knowing why relationship conflict and content conflict should be handled differently
 - Turning potential disagreements into discussion by applying the Model to Disagree
 - Identifying and practising assertiveness tools and strategies
 - Detoxifying emotional statements and devising alternative ways to express the message
- **9. Dealing with Difficult Behavior**
 - Explaining the difference between difficult people and difficult behaviour
 - Understanding how to handle passive behavior
 - Developing a strategy for handling passive or aggressive behaviour
- **10. Mapping the Conflict**
 - Mapping a conflict using a 5-step approach
 - Exploring a given conflict from various "viewing points"
 - Separating interests from positions in a specific conflict
 - Selecting a conflict strategy appropriate to addressing a specific goal
 - Implementing a chosen conflict strategy
- **11. Thunderstorms**
 - Applying skills to address emotionally tense conflicts (called Thunderstorms)
 - Using skills to address an intra-group conflict case study
 - Planning for future development to effectively respond to conflict



Learn

the key business skills and knowledge you need for your management role today and tomorrow



Practice

the skills you learn and get feedback, recommendations and coaching



Use

what you learn and practise as soon as you get back to your office

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