

SÉMINAIRE

# Managing conflicts and enhancing our assertiveness

## ABOUT

In periods of high uncertainty, whether it is because of international conflicts, economic challenges or health crises, conflictual situations are likely to increase in the workplace. Indeed, disagreements over how to tackle a tough situation, pressure to perform, or stress-generating work overload, are more likely to occur. If poorly managed, emerging conflicts can be a significant threat to smooth human relationships between managers, employees, customers and/or business partners. This training programme will allow you to understand, anticipate and manage conflicts in a rational and down-to-earth way. It will also give you the opportunity to discover your individual profile when you are faced to a conflictual situation, and to practice your ability to address conflicts through built-in exercises during the session.

## OBJECTIVES

- Understand how conflictual situations can arise in our relationships with others
- Assess the different types of conflicts (declared... or not)
- Discover the methods and behaviors – to be adjusted according to the context and to our objectives - which allow us to prevent and manage conflicts in the most effective way
- Prepare to conduct a potentially conflictual discussion
- Identify and work on our personal areas of improvement to keep our self-control in all circumstances and to increase our assertiveness without aggressivity

## SPEAKER

Olivier Richard – Consultant and trainer specialized in leadership, with 25 years of experience in managing teams across businesses of all sizes, in Switzerland and abroad. Master of Science in Management at HEC Paris.  
Dynargie

## CONTACT

058 715 33 15  
[cours.seminaires@fer-ge.ch](mailto:cours.seminaires@fer-ge.ch)

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