Course in Conflict Management and Communication – 2 days - MBK A/S

Do you want to improve your communication skills?
Do you want to be heard, understood, and respected?
Do you want to get your message across clearly and appropriately?
Do you want insight into your strengths and areas for improvement?
Would you like to understand how others perceive your communication style?
Would you like to get better at setting boundaries and standing by your demands?
Would you like to maintain a respectful and constructive dialogue, even in conflict situations?

This course is for anyone looking to strengthen their communication with colleagues and partners. It provides simple yet effective tools for handling difficult situations.

Benefits:
You will enhance your:

- Communication and delivery skills.
- Ability to handle conflicts effectively.
- Capability to engage in constructive dialogue.
- Impact and confidence in communication.
- Skills in providing useful feedback.
- Ability to leverage your personal strengths.
- Collaboration skills to achieve better outcomes.
- Ability to set clear boundaries and maintain demands.

Content:

- Understanding communication, conflict management, and collaboration.
- Feedback in a constructive way.
- Body language and conflict management.
- Maintaining requirements, boundaries, and goals kindly.
- Conflict resolution – handling difficult situations and individuals.
- The importance of your own presence for communication and conflict resolution.
- Active listening – creating open, trust-building, and non-judgmental communication.

Form:
The course combines short presentations, discussions, and hands-on training through practical exercises. You will work with real-life experiences, practice techniques, and explore new ideas. Active participation is expected.

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Kursusindhold

Conflict Management
How do I handle conflict situations?
How do I respond appropriately?

Maintaining Requirements and Wishes
How do I maintain my wishes and requirements in a friendly and respectful manner?

Strengths and Areas for Development
What are my strengths and weaknesses in relation to communication and conflict management?
Individual feedback that motivates the development of better communication!

Feedback
How do I provide feedback to others in the most appropriate way?
How do I avoid people becoming upset or angry when I give them feedback?

Open Communication
How and when should I appear open, positive, trustworthy and unbiased?
How do I become better at listening?

Contact
How do I establish good contact with those I collaborate with on a daily basis?
How do I build a positive atmosphere?

Personal Presence
How is my way of communicating perceived by others?
Is there anything about my appearance that I should be careful about?
What should I hold on to?

Communication
Which simple communication models can I use to strengthen my communication skills?

Appreciative and Constructive Collaboration
What is the foundation of positive, valuable and constructive collaboration?

Difficult Collaborative Relationships
How do I handle difficult collaboration partners or colleagues?
What can I do myself to avoid being influenced by it?

Body Language
How does my body language affect others?

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Kursusprogram

The participants' wishes and needs form the basis of the course program. Which topics we cover, how much time is devoted to them, and when they are addressed depend on the participants' needs and wishes.
The following is an example of what a program may look like.

Day 1:
9:00 AM – 12:30 PM
Conflict development and conflict management
How does a conflict develop? Can we understand the fundamental elements of a conflict and thereby become better at identifying and handling them? And how can I understand my own communication and its significance for the development of conflicts?

1:15 PM – 4:00 PM
My own and others' needs and boundaries
How can I become better at behaving respectfully and kindly towards difficult people, while at the same time becoming better at maintaining my own requirements and boundaries? The afternoon focuses on methods for – on the one hand – becoming better at meeting, understanding and listening to your counterpart – and on the other hand maintaining your own requirements and emotional boundaries. We work towards a constructive dialogue.

Day 2:
9:00 AM – 12:00 PM
My own and others' approach to conflicts
How can I handle conflicts over the long term? How can I become better at understanding my own way of approaching conflicts, and how can I become better at understanding that of others? We work with expectations, preconceptions and prejudices and try to turn things upside down and see them from new perspectives.

12:45 PM – 4:00 PM
Negotiation techniques and handling difficult people and situations
We work with simple negotiation techniques as a method for resolving conflicts. In addition, we work with handling customers/citizens/business partners or colleagues whom we experience as difficult. The course concludes with the preparation of individual action plans and an evaluation.

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Pris og praktisk

Price:
6.800 kr. inclusive meals and hand outs for the course. Excl. VAT.

Dates:
See the coursedates in the box on the right.

Place:
MBK A/S, Pilestræde 61, 1112 København K. (500 meter from Nørreport).

Duration:
2 days.

Registration terms:
Payment for the course must be done right after receipt of the invoice which is sent when we have registered your enrollment.
Upon cancellation, a colleague can take over your place without further cost, or you can yourself participate in a later course at half-price.

Kontakt os i dag - Tlf. +45 3543 4474 - mail@mbk.dk

Fra https://www.mbk.dk/kursus/conflict-management-and-communication-2-days/