

# € TRAINING

Empowering Influence and Effective  
Communication



18 - 22 November 2024  
Casablanca (Morocco)  
New Hotel



# Empowering Influence and Effective Communication

REF: Q2086 DATE: 18 - 22 November 2024 Venue: Casablanca (Morocco) - New Hotel Fee: 3685 Euro

## Introduction:

This training program offers comprehensive instruction on conflict resolution strategies and techniques. Through theoretical learning and practical exercises, it equips individuals with the tools needed to manage conflicts constructively and achieve mutually beneficial outcomes.

## Program Objectives

At the end of this program, participants will be able to:

- Recognize and comprehend the various roots of conflict.
- Identify individual approaches to resolving disputes
- Utilize persuasion techniques and consider your relationships with people.
- Control team conflict and practice efficient team problem solving
- Utilize the various power bases and adjust them as necessary.
- Practice many methods for capturing people's hearts and thoughts.

## Targeted Audience:

- Managers and team leaders seeking to enhance conflict resolution skills.
- Professionals in human resources or organizational development roles.
- Individuals involved in team dynamics and collaborative decision-making processes.
- Employees interested in improving their ability to influence others and manage conflict situations effectively.

## Program Outline:

### Unit 1:

#### Definitions of conflict:

- Nature and scope of conflict management.
- Misconceptions about conflict.
- Sources of conflict.

- Positive and negative factors of conflict.
- When conflict comes between you and your desired results.

## Unit 2:

### Thomas Kilmann conflict resolution mode instrument:

- Scoring and interpretation.
- Ways of coping with conflict.
- Assumptions and outcome of the conflict.
- Managing conflict and using an appropriate style for more effective outcomes.
- Approaches to conflict resolution.
- Giving and receiving feedback.
- Assumptions in disagreement.
- Creating a collaborative work environment for faster and better results.

## Unit 3:

### Influencing others in a problem-solving context:

- The use of emotional intelligence in conflict management.
- Working effectively with team members, Managing emotions, information, and problems.
- Tips for effective day-to-day conflict management.
- Resolving conflict before it gets out of hand.
- Managing conflict with superiors and subordinates.
- Getting better results through negotiation.
- Establishing or regaining credibility so you can begin to influence people.
- Achieving trust down and across the organization.

## Unit 4:

### Importance of teamwork:

- Managing conflict in teams.
- Dealing with dysfunctional team roles.
- Enhancing communication in a team.
- Effective team problem solving.
- Approaches to conflict and pattern of escalation.

## Unit 5:

### Influence inventory power bases:

- Definitions of influence and the bases of power, Changing the bases of power.
- Persuading others by using your power bases.
- Identifying ways to build relationships upward, downward, and laterally within your organization.
- Understanding the person you are trying to influence and persuading them through give and take.
- Selling your ideas and implementing change successfully.
- Influencing people while projecting self-confidence without being pushy, Influence and the psychology of persuasion.
- Strategies for developing charismatic qualities, Action plan for developing your conflict resolution skills and influence from anywhere in the organization.