



## CONFLICTS AND CHALLENGING RELATIONSHIPS: FIGHT, FLIGHT OR CONSTRUCTIVE ACTION ?

**Most of us have been at one time or the other confronted with difficult situations, disrespectful behaviours, maybe even conflicts. Is there anything that we can do about it? Can we become proactive or should we merely hope it will go away?**

In daily life, on both professional and personal levels, good and conscious communication will help avoid many problems and conflicts; and, if they occur, will help us take constructive action. Often, we might find ourselves stuck in a difficult interpersonal relationship without really understanding how we arrived there. One minute we were having a normal conversation, the next one we are feeling at a loss, hostage of either our own reaction or the emotional reaction of the other and facing a hidden or open conflict

Let's explore the world of interpersonal relationships, offensive behaviours and conflicts, to become aware of the mechanism at play and thus re-own our ability to act constructively, rather than to either yield, attack

meekly or take over one-sidedly. The consequent rewards for oneself and one's personal and professional life will be many.

This workshop will enable participants to better understand what actually is conflict? What is offensive behaviour? What makes communication so challenging in some relationships? These questions will be discussed, with a special emphasis on communication both as a means to prevent and also to handle some of these situations.

---

### **At the end of this workshop the participants will be able to:**

- become more aware of the complexity, dynamics and evolution of conflicts
- understand what are the specific challenges they are facing
- take ownership of what belongs to them versus what belongs to the other person
- face challenging interpersonal situations with constructive action rather than automatic fight or flight reactions
- transform a difficult relationship into a satisfactory collaboration
- use a concrete toolbox
- practice in a safe environment on their own situations through role-plays and coaching

### **Participants**

Anyone facing difficult situations, who wants to know what can be done, who feels the need to improve their day-to-day interactions with colleagues and stakeholders. Participants should be ready for a very practical and hands-on approach, willing to engage in sometimes rather unusual verbal and non-verbal exercises.

### **Method**

Individual and group exercises. Role playing. Discussion and sharing of experiences. Coaching. Some theory.

### **Duration**

2 days, online (Zoom)

### **Trainers/experts**

**Melissa Davies** graduated from the London School of Economics and is a consultant and coach for international organisations, multinational companies, scientific research institutes, academia and for non-profit organisations. She is a professional negotiator with over 28 years experience in negotiating agreements and training in negotiation skills and conflict management. Her book *The Practical Negotiation Handbook A Five Step Approach to Lasting Partnerships* was published in 2021.

A qualified "solution focused" coach, Melissa helps people and organisations face their challenges, and get to where they want to be.

**Stéphanie Ruder Schoof** holds a Master in Economic and Business Management (HEC Lausanne, 1987). As a coach and trainer, she works with various multinational organisations including pharmaceutical companies, University Hospitals, and not for profit organisations. An experienced Integral Master Coach, Stéphanie has developed an extensive coaching and training practice in which she specializes in interpersonal communication, Self-Leadership and the "Art and Challenge of Personal Sustainability". She says: "If we ever hope to be effective leaders of others, we must first be effective leaders of ourselves".