



## PREVENTING AND FACING CONFLICT : A SOLUTION FOCUSSED AND MEDIATION TOOLBOX

Conflicts are part of daily life and commonly arise in a business environment. Poorly managed, or not properly resolved, they can cause significant harm, both on an interpersonal level and for the organisation itself. Productivity may be affected and finances impacted as a result of tensions between colleagues.

Different approaches to conflict management are increasingly being used, helping clarify messy situations, lessening the tensions and enabling employees to continue to work together.

This seminar presents several separate yet related methods of conflict management. One of which, mediation, enables the parties in dispute to work towards a viable solution by taking into account all the different aspects of the problem. The mediator, as a neutral third party, uses tools and communication skills to help the parties elaborate, themselves, mutually satisfactory solutions.

Participants will learn skills that will enable them to understand conflict and to manage, and ultimately resolve, disputes.

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### **Methodology**

The seminar is highly pragmatic and interactive, drawing on the wide experience of the trainers, true experts in their fields.

It mixes theoretical aspects with appropriate case studies, so that participants can put into practice what they learn.

The case studies are inspired by real situations, which, after individual or group preparation, are role-played.

The seminar is modular and can be tailored to the needs of the participants.

A particular benefit of the seminar is that the acquired tools can be useful to participants both in their professional sphere and their personal lives.

### **Objectives**

By the end of the seminar, participants will have acquired the competence to:

- Understand the complexity of conflictual situations and relationships.
- Understand the evolution of conflict (phases).
- Understand different modes of conflict management.
- Choose an appropriate approach to deal with (prevention and management) a conflict (whether between individuals or in teams).
- Recognise the specificities of the mediation process and how to manage and conduct a simple mediation meeting.

### **Duration**

The basic seminar runs over 2 full days. Individual coaching sessions can be organised to follow-up on specific situations.

### **Target group**

Project managers, senior staff, directors, HR specialists. The ideal number of participants is 6-12.

### **Trainers/experts**

#### **Melissa Davies**

Graduate from the London School of Economics, international consultant working for international organisations, multinational companies, SME's, scientific research institutes, academia and not for profit organisations.

Professional independent negotiator with extended experience in negotiating agreements and training in negotiation skills and conflict management in international and multicultural contexts. Founder of negoservices ([www.negoservices.com](http://www.negoservices.com)).

Qualified "solution focussed" coach.

#### **Cinthia Lévy**

Graduate from Columbia Law School and the Université Libre de Bruxelles. Lawyer and Mediator in commercial, workplace, intercultural and family disputes. Teaches negotiation and mediation at the University of Lausanne, the University of Neuchâtel and the University of Geneva. President of the Chamber of Mediation of the Bar Association (Vaud) and Vice-President of the Swiss Chamber of Commercial Mediation (section Vaud).

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