



## TEREA FORMATION

31 avenue Commandant Bret  
06 400 CANNES

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 06.66.04.18.00



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## Training Program :

### How to Manage Conflicts with Third Parties ?

Duration : 7 hours

**Target audience :** any professional working with the public, regardless of industry or seniority level. This program is designed for both employees and managers.

**Prerequisites :** none. The training is open to anyone who may have to manage conflicts with individuals external to their organization.

**Price :** Tailored pricing, determined according to the client's needs. A preliminary assessment will always be carried out beforehand.

Reference code : MANCO01

#### Learning Objectives

By the end of the training, participants will be able to manage conflicts with third parties by adopting the appropriate approach—without putting themselves or their colleagues at risk. They will learn how to address such challenges independently as well as collaboratively, both of which are increasingly necessary in today's professional environments.

#### Training Content

**Pre-training phase :** a detailed assessment will be conducted in advance to identify challenges, understand the realities of the field, and tailor the training to the participants' specific need

#### 1. Key topics

- Identifying different types of conflicts one may encounter
- Sharing and reflecting on significant real-life experiences
- Clarifying participant expectations
- Distinguishing between types of conflict: from incivility to physical aggression
- Practical case studies and role-play scenarios

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## 2. Developing responses to conflict alone or collectively

- Identifying effective versus ineffective practices
- Role-playing exercises
- Reviewing and discussing organisationnel policies
- Understanding the legal framework
- Personal and collective commitment to conflict management strategies

## 3. Assessment

Comprehensive evaluation through a multiple-choice questionnaire, complemented by short written reflections.

## Training Organization

### Instructional Team :

Our mission is to help organizations strengthen the skills of their employees and managers. We work in close collaboration with HR departments and executive teams.

### Teaching methods and tools :

- Projected training materials
- Theoretical presentations
- Case studies and role-play
- Real-life scenarios
- Post-training access to online resources and supporting documents

### Monitoring and evaluation tools :

- Attendance sheets
- Quizzes
- Real-life scenarios
- Training evaluation forms

### Accessibility for persons with disabilities :

We are committed to making our training accessible to all learners, including those with disabilities. In such cases, a preliminary meeting will always be arranged between the accessibility coordinator and the participant to determine appropriate accommodations.

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Following this program, complementary modules are available and recommended to reinforce and consolidate the learning.