



TEREA FORMATION

31 avenue Commandant Bret
06 400 CANNES

 tereaformation@outlook.fr

 06.66.04.18.00



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Training Programme :

How to Manage Internal Conflicts ?

Duration : 7 hours

Target Audience : any individual working within a company, regardless of their role, as interpersonal relationships affect everyone. The training will be tailored to participants' profiles—whether they are HR professionals, employees, or managers—to address their specific needs.

Prerequisites : none.

Price : tailored pricing, determined according to the client's needs. A preliminary assessment will always be conducted beforehand.

Reference : MANCO02

Learning Objectives

By the end of this training, participants will be able to manage conflicts constructively, respecting all parties and complying with applicable rules. They will learn the appropriate approach to protect themselves and their colleagues, as well as strategies for handling conflicts both individually and as a team.

Training Content

Pre-training : a detailed assessment will be conducted to identify issues, understand the on-the-ground reality, and adapt the training to the identified needs.

1. Identifying different types of conflicts

- Sharing participants' most significant experiences
- Identifying expectations
- Distinguishing various types of conflicts: interpersonal, hierarchical, organizational

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2. Mastering conflict management techniques

- Identifying best and worst practices through a serious game
- Presentation of five methods
- Role-playing exercises

3. Understanding the regulatory framework ?

- Differentiating between HR and legal frameworks
- Reviewing the company's internal policies
- Identifying potential gaps

4. Conclusion

- Key takeaways
- Personal and collective commitments to improving internal practices
- Summary assessment through a quiz and the creation of a personal action plan

Training Logistics

Training Team :

Our goal is to help our clients improve the skills of their employees and managers. We work closely with HR departments and executive teams.

Teaching Methods and Materials :

- Projected training materials
- Theoretical presentations
- Practical exercises
- Serious games
- Online access to training materials after completion

Monitoring and Evaluation :

- Attendance sheets
- Quizzes
- Role-playing scenarios
- Training evaluation forms

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Accessibility for persons with disabilities :

We are committed to making our training accessible to participants with disabilities. Prior discussions with our accessibility coordinator will ensure necessary accommodations are provided.

Additional modules can be offered and are recommended to reinforce learning outcomes.