



Conflict management

Recognize, solve and prevent conflicts in the team

Seminar objective

Effective conflict management in the professional environment serves to identify and resolve tensions. Learn in our training, the most important conflict resolution techniques and train your conflict solving skills, as well as constructive behavior. The most important methods are trained with practical examples. A sustainable way of dealing with conflicts leads to an improvement of the atmosphere and has a motivating effect.

Seminar content

Conflict perception:

- Own behavior and attitude: analysis of typical conflict situations.
- Solving conflicts: Conflict-creating and conflict-resolving behavior.
- Dealing with reproaches, criticism and disputes
- Conflict skills: Conflict diagnosis and conflict management

Conflict types and conflict identification:

- Organizational and structural conflicts
- How to recognize conflict potential: Avoiding escalation
- Conflicts in and between groups
- Dealing with anger and resentment in the office: avoidable and unavoidable conflict situations

Conflict resolution techniques:

- What to do in conflict situations: Guiding questions and analysis of concrete cases from practice
- Helpful conversation techniques in conflicts
- Special conflict situations in management: Structure of a conflict discussion
- Communication techniques in conflict talks: Dealing with tensions and resistance

The way forward!

- There is an opportunity In every conflict
- Recognize the dynamics of tensions and use them positively

Methodology

Interactive and experience-oriented exchange Simulation of appraisal interviews Exercises with individual feedback Discussion based on practical examples Individual and group exercises

Target audience

The conflict management seminar is aimed at specialists and managers from all areas who would like to improve their management skills in order to handle difficult situations constructively.

Course ref.

KOM1004

Participants

not more than 9 participants

Schedule

1. Day: 10:00 - 17:00
2. Day: 09:00 - 16:00

Location & dates

Online seminar

18.07.2024 – 19.07.2024
14.11.2024 – 15.11.2024
06.02.2025 – 07.02.2025
14.04.2025 – 15.04.2025
17.07.2025 – 18.07.2025
13.11.2025 – 14.11.2025

Münster

24.06.2024 – 25.06.2024
19.09.2024 – 20.09.2024
14.11.2024 – 15.11.2024
24.02.2025 – 25.02.2025
14.04.2025 – 15.04.2025
26.06.2025 – 27.06.2025
18.09.2025 – 19.09.2025
13.11.2025 – 14.11.2025

Hamburg

03.06.2024 – 04.06.2024
04.11.2024 – 05.11.2024
06.02.2025 – 07.02.2025
02.06.2025 – 03.06.2025
03.11.2025 – 04.11.2025

Berlin

05.09.2024 – 06.09.2024
05.12.2024 – 06.12.2024
09.01.2025 – 10.01.2025
17.03.2025 – 18.03.2025
04.09.2025 – 05.09.2025
04.12.2025 – 05.12.2025

Hannover

06.05.2024 – 07.05.2024
30.09.2024 – 01.10.2024
05.05.2025 – 06.05.2025
18.09.2025 – 19.09.2025

Leipzig



08.07.2024 – 09.07.2024
17.10.2024 – 18.10.2024
24.07.2025 – 25.07.2025
27.10.2025 – 28.10.2025

Cologone

06.06.2024 – 07.06.2024
19.08.2024 – 20.08.2024
05.06.2025 – 06.06.2025
18.08.2025 – 19.08.2025

Frankfurt am Main

11.07.2024 – 12.07.2024
07.11.2024 – 08.11.2024
13.01.2025 – 14.01.2025
10.07.2025 – 11.07.2025
06.11.2025 – 07.11.2025

Nuremberg

12.12.2024 – 13.12.2024
11.12.2025 – 12.12.2025

Stuttgart

05.09.2024 – 06.09.2024
21.11.2024 – 22.11.2024
04.09.2025 – 05.09.2025
20.11.2025 – 21.11.2025

Munich

18.07.2024 – 19.07.2024
14.10.2024 – 15.10.2024
23.01.2025 – 24.01.2025
17.07.2025 – 18.07.2025
13.10.2025 – 14.10.2025

Vienna

02.12.2024 – 03.12.2024
10.02.2025 – 11.02.2025
01.12.2025 – 02.12.2025

Zurich *

14.11.2024 – 15.11.2024
28.10.2025 – 29.10.2025

Fee

1.150,00 € (ex. VAT)
1.368,50 € (inc. VAT)

* Fee Zurich:
1.600,00 CHF

Included in the price: Working
documents, certificate of



FAX-ANMELDUNG +49 251 20205-99

participation, lunch and coffee
breaks.

Internet: www.kitzmann.biz
E-Mail: info@kitzmann.biz
Telefax: +49 251 20205-99

Ich melde mich/Wir melden uns zu folgender Veranstaltung an:

1. Teilnehmer

Name/Vorname

E-Mail

Mobilnummer

Veranstaltung Seminarcode

Ort Termin

Firmendaten/Rechnungsempfänger

Firma

Rechnung (Name)

Straße/Nummer

PLZ/Ort

Telefon/Fax

Branche

Datum

2. Teilnehmer

Name/Vorname

E-Mail

Mobilnummer

Veranstaltung Seminarcode

Ort Termin

Anzahl der Mitarbeiter in Ihrem Unternehmen

Kundennummer

Anmeldebestätigung (E-Mail)

Unterschrift