

# **Communication: A tool to manage and solve conflicts**

## **Learning objectives**

At the end of this course the participants should be able:

- To understand why different people have different ways of doing things;
- To understand why different ways of doing things can be the source of conflict;
- To reflect on common causes of interpersonal conflicts in organisations;
- To reflect on some individual and organisational barriers to communication in organisations;
- To appreciate the importance of contributing to good interpersonal relationships in the workplace;
- To identify some basic elements of interpersonal communications;
- To appreciate the importance of non verbal aspects of interpersonal communications;
- To understand the distinction between “interest” and “attention” in interpersonal communications;
- To practice techniques that facilitate effective communications;
- To know and to practice techniques that facilitate the validation and the understanding of messages;
- To know and to use different types of questions;
- To understand the reasons for non responses to questions.

## **Content**

The content of this course can vary in response to the different needs of clients. The course may include:

- The different learning modes described by Rancourt;
- The causes of conflict in organisations;
- The individual and organisational obstacles to effective interpersonal communications;
- The characteristics of “good” interpersonal communications in organisations;
- The fundamental elements of interpersonal communications;
- Techniques for the validation and comprehension of messages;
- The types of questions and when to use them;
- Some reasons why people don't always answer questions or respond properly to instructions.

## **Course participants and duration**

This two day course is normally given to groups of 8 to 12 participants from the same organization. Since different clients' needs vary, we can adapt the schedule, the content and the learning activities so as to respond to specific needs.