



CONFLICTS IN THE WORKPLACE

TAKING A PREVENTIVE AND SUSTAINABLE APPROACH.

Conflicts or reactions to grievances play a part in more than half of the mentally related cases of being unable to work. Participants learn how to recognise conflicts, differentiate between and manage different types of conflict, and employ preventive measures to promote a healthy working atmosphere. They will also gain confidence in dealing with challenging conversations, and receive practical tips and techniques on mastering difficult situations.

Target group

- › All employees
- › Managers

Goals

Attendees

- › learn how to identify conflicts and distinguish between the different types.
- › gain more confidence in dealing with conflicts.
- › receive input on preventing conflicts and feel more secure conducting challenging conversations.

Contents

- › Types of conflict, conflict analysis and solutions to conflict
- › Conflict prevention
- › Input on holding discussions, optional discussion training

Method

- › Presentation, workshop or webinar

Instruction

- › Prevention Management specialists

Number of attendees

- › Presentation: Up to 30 people
- › Workshop: Up to 15 people

Duration

- › 1 to 4 hours

Location

- › On the company's premises or by arrangement

SWICA's Prevention Management unit aims to reduce absences, strengthen the potential for better health and improve the wellbeing of employees through health-related measures.

THERE FOR YOU, 24 HOURS A DAY, 365 DAYS A YEAR.

Phone 0800 80 90 80 / [swica.ch/prevention-management](https://www.swica.ch/prevention-management)

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