

Effective Conflict Management in Purchasing

BENEFIT	In this participative training the participants will learn which types of conflict can occur in the workplace or with suppliers, how to identify them, analyze them and solve them.
CONTENTS	<p>Understanding Conflicts</p> <ul style="list-style-type: none"> ▪ What constitutes a conflict? ▪ Causes, elements and costs of conflicts ▪ Types of conflicts: General types and typical conflicts in purchasing ▪ EXERCISE: Cost-benefit analysis of conflicts <p>How to Motivate Yourself to Deal with Conflict</p> <ul style="list-style-type: none"> ▪ Seven choices for dealing with conflicts ▪ The secret of making yourself face conflict ▪ Understanding, when conflict is actually a good thing ▪ Confronting your fears one step at a time ▪ EXERCISE: What are your habits when dealing with conflict ▪ EXERCISE: Rate your fears when dealing with conflict <p>Analyzing Conflicts</p> <ul style="list-style-type: none"> ▪ Difficult People: Who they are? Why they are difficult? ▪ How to deal with difficult people ▪ It's time to take action: Walk your conflict through these questions <p>Techniques to Handle Any Conflict</p> <ul style="list-style-type: none"> ▪ A step-by-step approach for dealing with conflict ▪ Avoiding the top ten mistakes when dealing with conflict ▪ Managing conflicts: Techniques, methods, guidelines ▪ Guidelines for reaching consensus ▪ Communication builders and communication inhibitors ▪ Five tips for communicating during conflicts ▪ Giving and receiving criticism ▪ Responding with confidence and composure ▪ Addressing hostility and aggression
DURATION	2 days (Training No. PK01-US)
TARGET GROUP	Strategic purchasers, Lead Buyer, Category Manager
TRAINING METHODS	Input, discussions, teamwork, self assessments, role plays
REQUIREMENTS	None