

Preventing tension and resolving conflict

6 modules

~2 h as Adaptive modules

~1 h as Training videos

1 module per week

Give your teams reference points to act before a disagreement turns sour, and to lead the conversation once the conflict has set in. The learning path covers the whole progression: understanding, preventing, defusing, preparing the conversation, seeking agreement, and strengthening the relationship after the conflict.

AUDIENCE

Team members and managers who face disagreements in their working relationships.

- **Prerequisite:** none

SKILLS DEVELOPED

- Conflict Management & Resolution
- Assertiveness
- Emotional Intelligence & Regulation

THE SIX STEPS OF THE LEARNING PATH

1

WK 1

How conflict builds, and where you can stop it

Understand how a disagreement turns into a conflict, and which levers to act on while there is still time.

2

WK 2

Team tension: Prevent it, spot it, defuse it

Create a team climate where tensions take hold less easily, and spot their first signs, in the office as well as remotely.

3

WK 3

Small issues, big conflicts: Stop adding fuel to the fire

Stop a small disagreement from growing: break the silence and open the conversation with the right words.

4

WK 4

Raising a conflict: Prepare before you speak

Prepare a difficult conversation: start from a specific fact, plan a solution that depends only on you, choose the right moment.

5

WK 5

Conflict conversations: Resolve, don't win

Lead the conversation that resolves the conflict: set ground rules, acknowledge the other person's emotion, and conclude with a concrete agreement.

6

WK 6

After a conflict: Make the peace last and learn from it

Strengthen things after the conflict: check that peace is real, plan a follow-up, and turn a difficult time into a chance to grow together.

— WHY THIS LEARNING PATH, MODULE BY MODULE

- **How conflict builds, and where you can stop it** – A manager may spend between 18 and 26% of their time on tensions in their team, and each employee nearly three hours a week.
- **Team tension** – 43% of employees lose two weeks or more dwelling on a problem they don't dare raise (Crucial Learning): silent tension grows until the conflict is entrenched.
- **Small issues, big conflicts** – The most common reaction to a disagreement at work is still silence, and remote work has made it even more comfortable while cooperation quietly erodes.
- **Raising a conflict** – Many people avoid addressing tension, and those who dare often act in the heat of the moment, on a judgment rather than a fact, so the exchange does more harm than good.
- **Conflict conversations** – In more distributed teams, tensions settle on their own less often: they take hold, and the conversation meant to resolve them turns into a ping-pong of accusations.
- **After a conflict** – Most teams think a conflict is settled as soon as calm returns and move on, yet the calm can hide embers that will flare up again, stronger.

— CHOOSE YOUR FORMAT

Adaptive module (~20 min per module): self-assessment, expert video with three pauses for reflection, tailored practice scenarios with coach's feedback, a commitment, and a memo.

Training video (~10 min per module): the expert video and its three pauses for reflection, to add to your own training programs.

— ROLLOUT AND FOLLOW-UP

Where: in your LMS (SCORM delivery) or on the Afthonios platform, at the same price.

Group report included: shown on the Afthonios platform; in your LMS, more or less detailed depending on your LMS and SCORM version.

Optional, on quote: follow-up emails (the next day, 30 days later) and sharing the commitment with the manager.

Languages: All our modules are available in French and English. German, Italian, and Spanish are available on request, and we can add other languages to suit your needs.

— SUGGESTED SCHEDULE

One module per week, so six weeks. Example schedule:

- **Before week 1:** announce the learning path to participants and their managers.
- **Weeks 1 to 6:** one module per week, self-paced, ~20 min.
- **After week 3:** optional check-in based on the group report (reminders and spotting needs).
- **After week 6:** group review and choice of next steps.

The pace and order can be adapted to your audiences and existing training.

Adapt this learning path
to your teams?

Content, pace, and formats can be adjusted with you.

connect@afthonios.com

afthonios.com/en/learning-paths/preventing-and-resolving-conflict