*Collection*
*CONFLICT*
*MANAGEMENT*

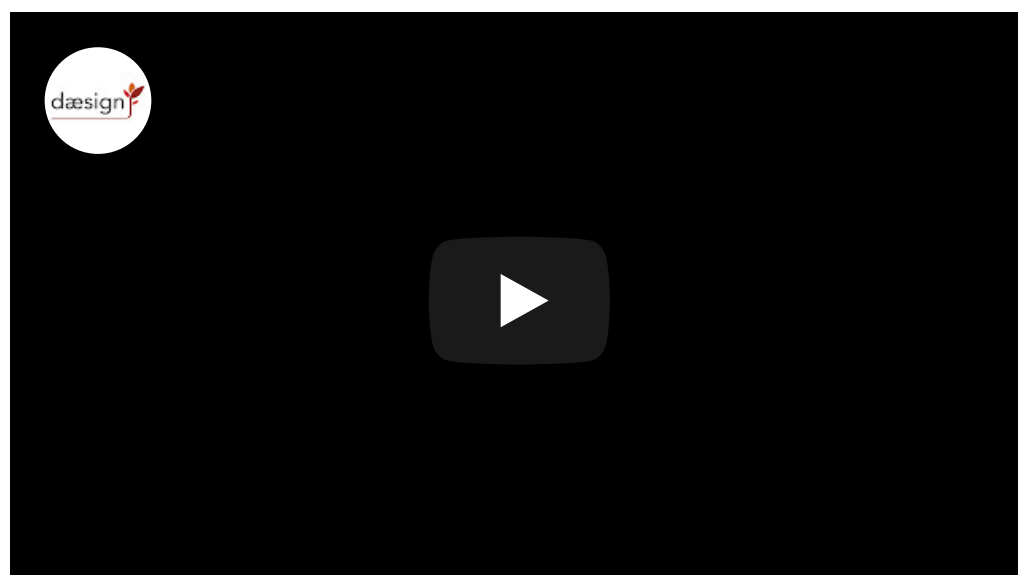An interactive dialogue to practise managing tension in face-to-face conversations

## SCENARIO

Alison has just learned that a project she was hoping to manage was just assigned to a colleague. Disappointed and very fired up, she asks for an explanation.

## MISSION

Help the manager resolve the conflict by preparing for and leading a face-to-face conversation. Try different attitudes, identify their effects and practise in the 3 levels of difficulty offered.

## EDUCATIONAL BENEFITS AND OBJECTIVES

- Develop listening skills that overcome the effects of aggression,
- Remain assertive and constructive no matter what,
- Identify causes of the conflict and real objectives,
- Take back initiative and reorient the debate,
- Separate negotiable items from non-negotiables,
- Give rise to viable options,
- Find the best way out.

## CONFIGURATION

Processor: Pentium Core2 Duo processor 2 GHz
RAM : 1.5 GB RAM *(2GB for Vista and Seven or more depending of the application loaded at the same time)*
1 sound card

## OPERATING SYSTEM

Microsoft Windows XP and higher
Mac OS X 10.5 and higher

### TO PLAY ONLINE

Unity Web Player (http://unity3d.com/webplayer)
Adobe flash player (http://get.adobe.com/en/flashplayer/)

## SUPPORTED WEB BROWSERS

Windows
 Internet Explorer version 8 to 11, Edge
 Firefox version 3.5 to 44
 Chrome version <45
Mac OS X
 Safari 5.0 to 9.0

## REPORTING

Time passed, completion, progression, success, score

## AVAILABLE LANGUAGES

French, english, german, portuguese

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