



École Nationale des Services Vétérinaires
France Vétérinaire International

LEADERSHIP in VETERINARY SERVICES

5-20 October 2022¹

ENSV-FVI

VetAgro Sup – Ecole Nationale des Services Vétérinaires (National School for Veterinary Services)
1 avenue Bourgelat, 69280 MARCY L'ETOILE (20 km to LYON)
International activities department: training@vetagro-sup.fr (☎ +33 6 67 20 26 73)

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Conflict Management

Name : Gennerat

Firstname : Philippe

Company : Chlorophil Consulting

Contact :

+33 6 80 95 63 33

philippe.gennerat@chlorophil.consulting

www.chlorophil.consulting



Leadership in Veterinary Services *Conflict Management*

**Lyon, Oct 13th, 2022
Philippe Gennerat**

Chlorophyl, pour éclairer et dynamiser l'énergie de chacun







TOP of this course

Theme : Conflict Management

Objectives :

- Understand the process from tensions to conflict
- Identify 5 strategies for managing tensions
- Try the DESC method

Plan :

1. What are the main sources of tension and conflict in your working environment ? What are the standard reactions ?
2. How Emotional Intelligence can help managing tensions ?
3. Discover the 5 possible strategies to manage tensions
4. Let's go to Theater ! The DISC Method => skill up!
5. Wrap up



- What are the main sources of conflicts or tensions in your working environment ?



- 10 minutes discussion in groups of 3 participants
- Feedback in plenary session



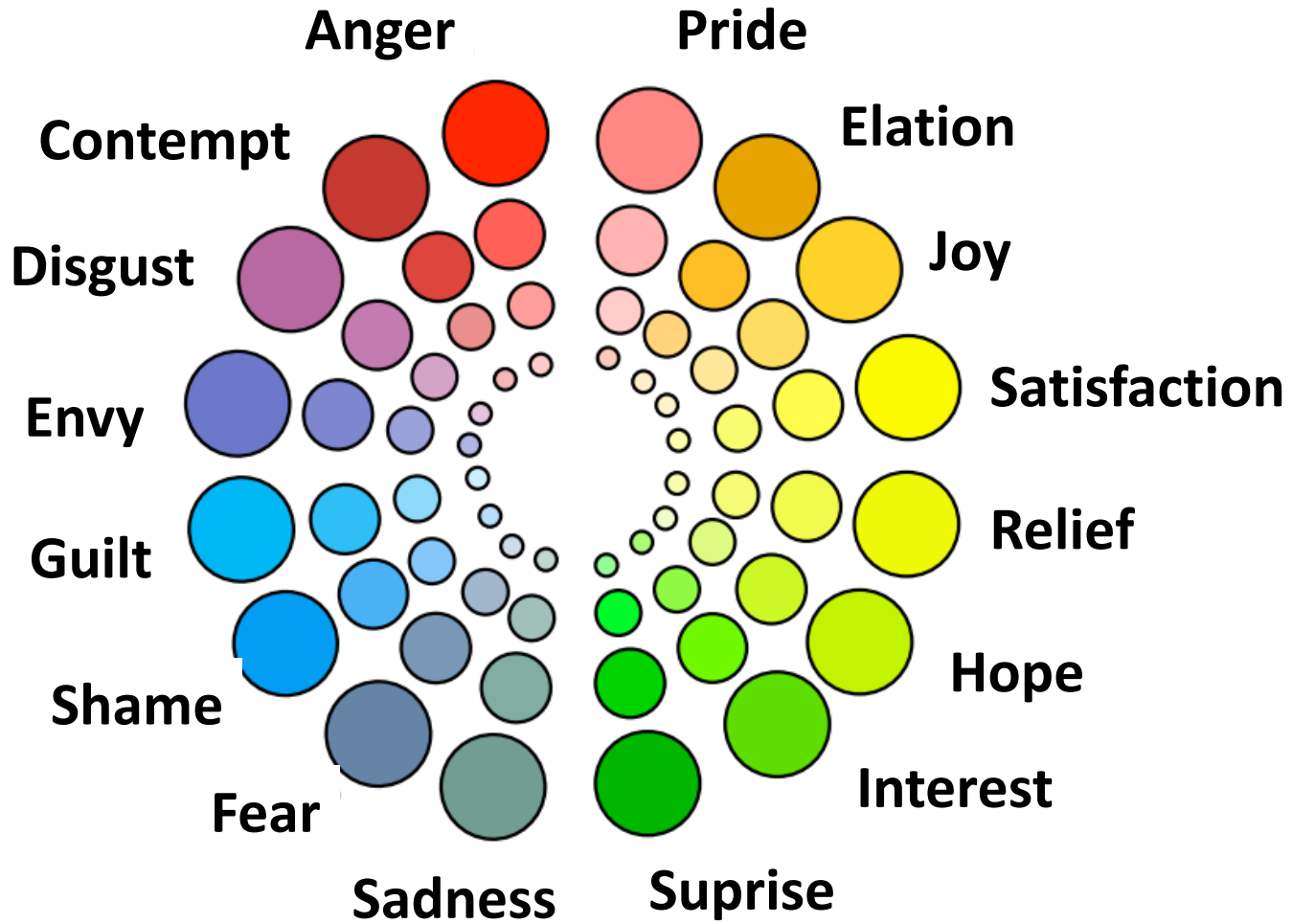


- How do your counterparts react to these tensions / conflicts ?
- And what about you ?



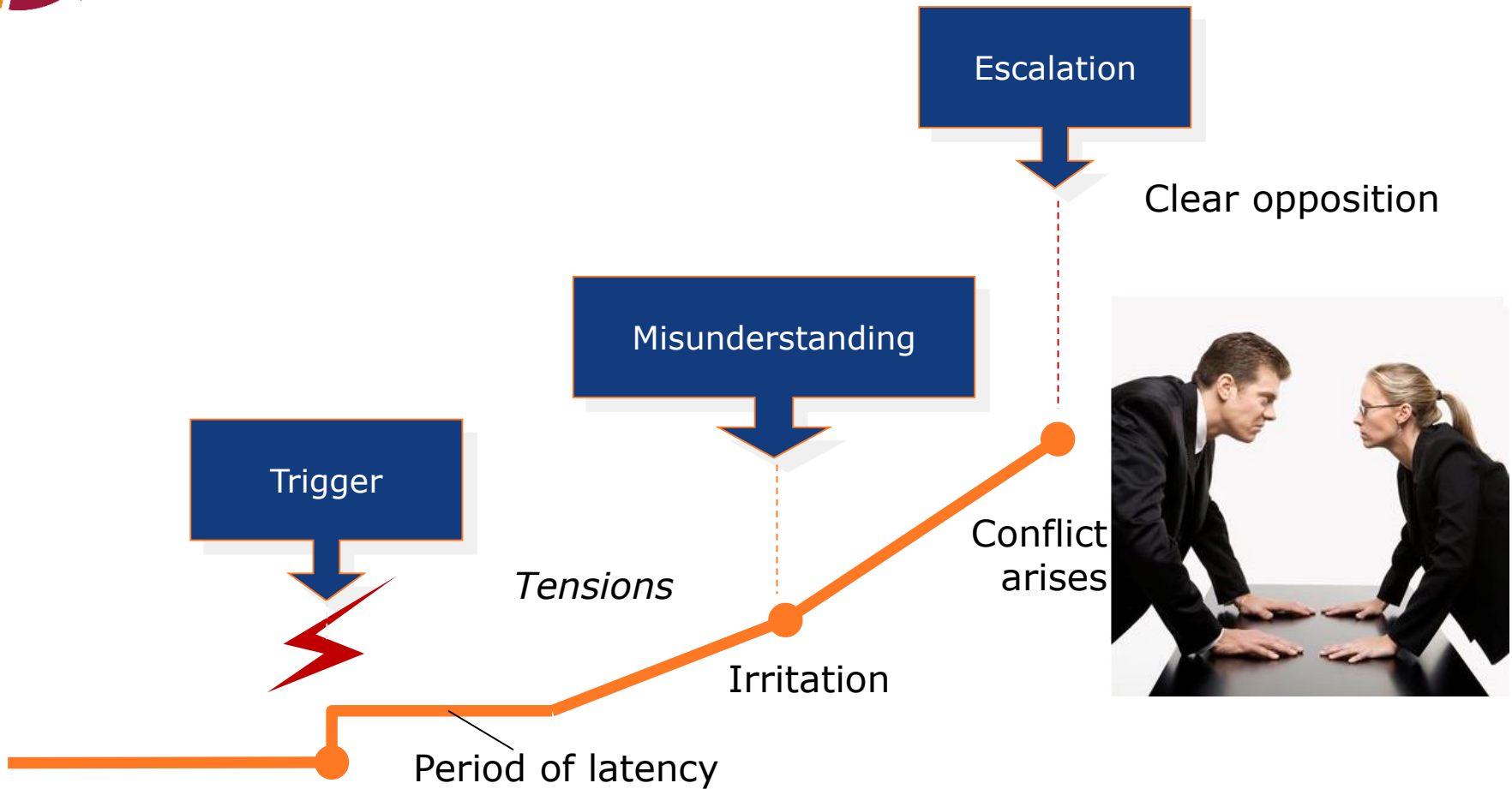


Geneva Emotion Wheel





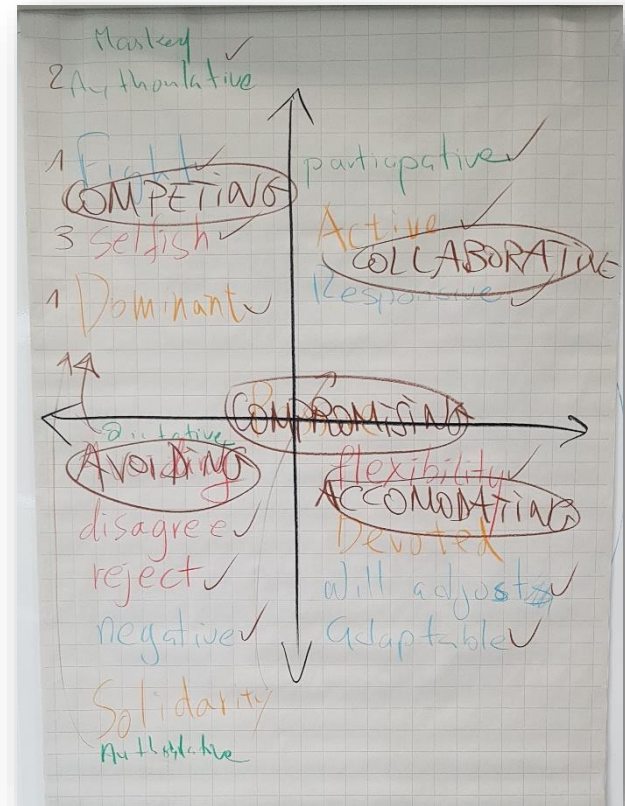
Process of a conflict : *From Tensions to Conflict*



- **The soonest you can manage tensions, the best it is**
- **Avoid Escalation to conflict**



Thomas-Kilmann Indicator (TKI – 1974)





Thomas-Kilmann Indicator (TKI – 1974)

ASSERTIVENESS

Assertive

Competing

Focus on getting your perspective accepted

Collaborating

Come together to develop mutually beneficial solution

Compromising

COOPERATIVENESS

Reach a consensus which is acceptable to all

Avoiding

Take a step back from the conflict and let it play out

Accommodating

Accept the perspective of other party to call a truce

Unassertive

Uncooperative

Cooperative



Let's go to Theater





DESC

D

Description

E

Expression

S

Solution

C

Conclusion



DESC





Fair Management

- <https://www.youtube.com/watch?v=Q2E3oxVrtrl>