

# Leadership, Coaching and Conflict Management

The program is for you if you are looking for knowledge and tools on how to be clear in your leadership and how to handle disagreements constructively with coaching before they develop into conflicts.

## WHY?

We want to elevate the hospitality industry to the recognition it deserves.

### The key to your leadership

In any workplace, conflict is a daily occurrence. It's a basic condition that can create dynamism and development.

But when is it development, and when do daily disagreements drain the company of energy? It's a fine line. It's not the conflict itself, but how you handle it that makes the difference.

The development program enhances your leadership skills. You will gain unique insights into how to prevent, manage and resolve conflicts with guests, colleagues and other departments. We work with solution-oriented communication and coaching as a tool to have the conversations that otherwise wouldn't happen. The result is leadership that develops good working relationships that enhance and professionalize both your own and the company's performance.

During the course of the program, you will learn to appreciate the potential opportunities that conflict can also bring.

## HOW?

We are curious and always looking for extraordinary solutions for people and business.

### YOUR BENEFIT

- Increase your self-awareness - by seeing yourself from the outside and others from the inside
- Learn to analyze the type, theme and origin of conflicts
- Learn to create a culture where conflicts are resolved constructively
- Gain the courage to engage in conflicts you have previously avoided
- Learn new ways to a more constructive communication style through coaching
- You develop as a clear leader/role model for the benefit of yourself, your employees and the company
- You get a behavioral profile that helps you understand your strengths and 'allergies'
- You will develop an active leadership network with the other participants on the team

### DURATION

You need to set aside 6 days for classes and 30 min. for a final presentation.

Your educator will also set aside time during the course for individual conversations.

Coaching and Conflict Management is a certified academy course that awards 10 ECTS credits.

## WHAT?

We develop and deliver education and consultancy for all levels of our industry.

### EDUCATOR

Louise Leelo Nielsen is one of our dedicated trainers with insight into - and understanding of - the hospitality industry.

Louise follows your learning process closely and provides ongoing feedback, and you can spar and exchange experiences with colleagues from the same industry both in and out of class.

Louise takes your daily life as her starting point and emphasizes a lively and engaging teaching style. All to ensure learning and strengthen your self-awareness so you can create results here and now.

### PRICE

Leadership with Coaching and Conflict Management (10 ECTS) is priced at 19,800 DKK excluding VAT, meals, and materials.

### REMINDER:

You can apply for education support (SVU) according to current regulations, as well as funds from industry-focused competency funds. We are happy to assist you with applications.

### BONUS!

Membership in Samhandel entitles you to special benefits.

