



# ETHOS

Exploiting the organisational  
conflicts in business environment

Project number 14 - 202 - 000566 -  
KA2 - VET 12/14

# SMEs MAIEUTIC CONFLICT MANAGEMENT

Cpp- Psychopedagogic Centre for education and conflict management

Open educational resources for conflict exploitation in SMEs

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# WORKING WELL

Cpp in 25 years of experience has developed different tools (conflict cards, art of socratic questions, working with painful nerves, Socratic counseling, team to team work trainings, group management and leadership...) to work especially with relationships inside the workplaces, using conflicts situations as a possibility to learn and the only way to build a real working team able to share objectives, tasks, mission and a functional leadership.



# ARGUING WELL

It's more important to avoid conflict situation or to be able to face contrariness?

**Conflict is a measure of our coexistence:** the socratic approach sees conflict management skill as the capacity to stay into contrarinesses



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# WORKING WELL

CPP Training proposals for organizations  
three special area of expertise:

- Team work management
- Communication (between and with the workers)
- Stress management



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# • (TEAM WORK MANAGEMENT

Managing conflict situations  
instead of avoiding or hiding it,  
permit to learn how to manage and make a team  
working well, instead of “junking”(firing) people!

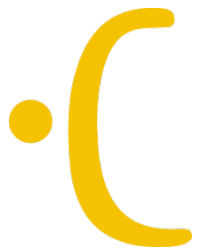


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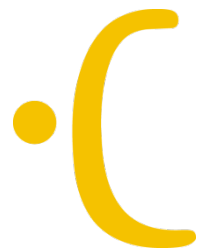




# COMMUNICATION

A Socratic question is the best way  
to answer to the workers' need





# STRESS MANAGEMENT

The painful nerve can become our resource instead of threatening and stress us!



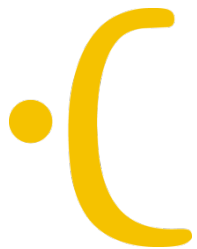
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# COMMUNICATION

A socratic question is the best way  
to answer to the workers' need



# Cpp know how

## CONFLICT MANAGEMENT SKILLS:

The competence to tolerate conflict's situations and therefore also negative emotions

The competence to give ourselves the chance to stay on it as area of possibilities

***Lack of conflicting skills*** has his roots in our childhood where they didn't teach us how to manage it. Conflict was something linked to punishment, blame, harshness

# Cpp know how

Our scientific director Daniele Novara uses to say:

“Do not exist relations without conflicts”

and

“Conflict is the best form of relationship!”



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# Instructions to have good conflicts ;-)

- 1) Stay on the conflict's content not on the person
- 2) Understanding the conflict is more important than looking for a solution or eliminate it
- 3) Better take time than any emotional reaction
- 4) Better a socratic (!) question than a treat

# ARGUING WELL

**litigare** bene

- 5) If there is conflict there is always a common interest, look for that!
- 6) Don't take others' conflict entering yourself on it but help them in managing contrariness as mediator

**“Using words allows to discuss without hurting anybody”**

*(a child of Reggio Emilia- Italy)*



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