

Module 1C – Conflict Management

Why - Objectives

“Yes, but not today” is how people usually think about conflict management. Not surprisingly we feel that we need to prepare to handle disagreements as we often associate them with uncomfortable and threatening emotions. When there is no open conflict we can carry on as though things are all right even if we know they aren't. Without resolution, conflict merely becomes an opportunity to recycle old arguments, destroys relationships and negatively impacts cooperation and productivity.

With resolution, conflict can be rewarding and exciting and can move things forward. This course is designed to help participants to constructively engage with conflicts rather than avoid or escalate them unnecessarily. It will give people usable, relevant and confidence building tools to handle this difficult arena more effectively.

What - Topics

| Module 1C Conflict Management | |
|--|--|
| <p>The Psychology of Conflict ... why they have a “Bad Reputation”</p> <ul style="list-style-type: none"> • <i>Strong, uncomfortable Emotions</i> • <i>The “difficult” Other</i> <p>Causes and Sources of Conflicts ..what are we really fighting about?</p> <ul style="list-style-type: none"> • <i>Conflicts within Ourselves – inner Plurality</i> • <i>Different Values, Goals and How-To's</i> <p>Effects of unsolved Conflicts ...how we see, hear, feel them</p> <ul style="list-style-type: none"> • <i>Warning Signs and Consequences</i> • <i>A Conflict Escalation Model</i> <p>Conflict Handling Styles ...a question of Personality?</p> <ul style="list-style-type: none"> • <i>Accommodating and Competing</i> • <i>Win-Win Solutions</i> | <p>Assertive Communication ... how to reduce Conflict Situations</p> <ul style="list-style-type: none"> • <i>Passive-Aggressive or Assertive</i> • <i>Non-violent Communication</i> • <i>Active Listening – Part 1</i> <p>Conflict Resolution Basics ...what works and when</p> <ul style="list-style-type: none"> • <i>Arbitration</i> • <i>Positional Negotiations</i> • <i>Harvard. Getting to Yes</i> <p>Mediation Competence for Everybody ... success factors</p> <ul style="list-style-type: none"> • <i>Philosophy and Attitude</i> • <i>Stages and Structure of the Process</i> • <i>The Tool: Active Listening – Part 2</i> |

How - Methods

The training is conducted over 2 full days of short theory lessons, discussions, individual and small-group exercises, plus role-playing exercises with feedback. The case studies are provided by the participants to ensure that the scenarios are as realistic as possible. For that a questionnaire is sent to the participants in advance.

When - Course schedule (example)

Wednesday 9:30 – 12:45 and 13.45 – 17:30

Thursday 9:00 – 12:30 and 13:30 – 17:30

Where - Location

A Seminar room at your institute.