

Conflict Management **- From Confrontation to Collaboration -**

Do you want to enhance your conflict resolution competency, explore effective self-management strategies and practice dialogue facilitation tools? If so, this workshop is for you!

Unresolved conflict can paralyze cooperation within projects and departments, as well as poison the atmosphere in the workplace. This is especially true if conflict continues to rumble on in the background or for long periods. In academia the “games” tend to be more sophisticated yet, the patterns remain the same. No matter whether it is about conflicting goals or strategies or it can be attributed to clashing personalities or communication styles and behavior: ignoring is often not the best option.

With key competencies for successful conflict resolution like using change of perspective, conflict analysis and self-management tools you can turn each confrontation into a constructive process.

Discussion points are:

- ◆ Conflict dynamics and conflict analysis (Glasl, Schwarz)
- ◆ Harvard negotiation project
- ◆ Thomas Kilmann Instrument
- ◆ Conflicting personality types and communication styles (Riemann, Satir)
- ◆ Short- and long-term self-management
- ◆ Dealing with “difficult people” and attacks
- ◆ Three methods how to respond to conflict depending on escalation degree
- ◆ Conflict de-escalation and prevention: I-messages, constructive feedback, sandwich technique
- ◆ Brief responses to high-conflict people: BIFF
- ◆ Listening and asking solution-oriented questions
- ◆ Conflict moderation roadmap

Methods

Trainer input, individual self-reflection exercises, group exercises, real-life case studies, plenum discussions, video clips, feedback

Note: Participants are encouraged to share their own cases for case work and group feedback.

Duration: 1 day, 9-16:30 Uhr

Maximum number of participants: 12

Trainer: Monika Maria Thiel, M.A.