

**Workshop:                    Successful communication & constructive conflict resolution**

Communication represents a special challenge, mainly in an intercultural context. Even though we all communicate on a daily basis, it is only possible to communicate correctly when we understand the communication process. Communication deficiencies or misunderstandings in the exchange of information often lead to conflicts and can heavily disturb interpersonal relationship or project work.

This workshop provides you with an insight into the communication process, tools and techniques for successful communication and the emergence and dynamics of conflict. You will learn some main communication rules, learn how to listen actively, ask appropriate questions, give and receive feedback and how to avoid and constructively deal with unavoidable conflict.

Using practical exercises you will deepen your competencies necessary to successfully communicate and handle conflicts with your colleagues and/or in your work or project teams. Structured feedback on your performance will help you identify areas of improvement and develop ideas for your personal action planning.

**Target group:**                    Post-Graduates who wish to deepen their knowledge and competencies in communication and conflict handling in order to improve their interpersonal work relations and/or project work

**Objectives:**                    Gain an insight into the communication process  
Learn rules and techniques for successful communication and  
Handle conflicts constructively  
Reflect on and improve own patterns of communication and conflict resolution

**Content:**                    Communication Process  
Communication Modes  
Communication rules  
Active Listening  
The Art of asking questions  
Giving and receiving feedback  
Formulate requests appropriately  
The different perspectives of a conflict  
Conflict prevention  
Resolution approaches for conflicts  
Conducting a conflict resolution discussion  
Handling intercultural conflicts

**Techniques:**                    Input / Discussion / Individual and **g**roup work / Communication exercises / Conflict resolution discussion / Structured feedback

**Duration:**                    2 days