



Managing Conflicts Constructively

Focusing on what needs to work instead of what is not working

Genuine differences in goals, values, opinions, interests or behaviour inevitably arise when people meet and co-operate. These differences can spark conflicts and harm the relationships or they can release useful change and enrich the relationships.

Objectives

At the end of this training, you will have acquired and practised many useful tools to respond quickly and professionally in conflict situations.

Training Concept

Skilled communicators know how to modify their approaches to fit the situation rather than rigidly applying the same solution to all conflicts. This training will broaden your skills repertoire and will mainly focus on actively strengthening collaborations rather than analysing and categorising conflicts.

The first day is mainly devoted to reflecting on our own conflicts patterns and how they escalate. On the second day we will explore how to lead discussions towards a good outcome and how to prevent and deal with conflicts in a team.

Day 1:

- What are conflicts and how do I personally deal with them?
- How to actively escalate and de-escalate them?
- How to prevent resistance by creating a collaborative context?
- Introduce the Harvard Model of negotiating
- How to best lead when conflicts arise?
- How to prepare to lead a constructive discussion with a resistant partner?

Day 2:

- Simulate some real life cases
- Video feedback and microanalysis of leading constructive discussions (focus on what enhances resistance and what invites collaboration)
- How to create a collaborative team
- How to manage conflicts when they arise in a team
- Recap exercise and closing



Method

This highly interactive and hands-on seminar will enhance the professionalism with which conflicts are addressed face-to-face and in intercultural teams. After receiving short theoretical input, you will practice realistic examples taken from their daily work, receive feedback and have a chance to readjust your assumptions and interaction to better manage the conflict.

Some exercises can be videotaped for deeper analysis and feedback.

For future reference, you will receive a summary of the training content.

Dates: on 8-9 May 2018