CONFLICT MANAGEMENT

Conflicts in teams and departments or between managers and employees consume valuable time, productivity and financial resources, block important decisions and jeopardise collaboration. At the same time, conflicts are often the driving force for change, as they expose critical situations within the organisation.

FACT SHEET

TARGET GROUP

The training is aimed at experts and managers who would like to improve their strategies for managing conflicts and conflict situations. In this seminar, participants learn behavioural patterns to steer conflicts effectively and in a solution-oriented way, thereby optimising effectiveness and productivity, even in difficult situations.

OVERVIEW

In this training, you will focus on the opportunities arising from internal conflicts. You will learn to understand your individual conflict profile and how to analyse conflicts with others. Based on this, you will develop strategies of intervention, enabling you to defuse tensions early or to permanently resolve an escalated disagreement.

Effective techniques help to deal with difficult partners constructively and without aggression. In this way, you can guide and steer opposing parties to resolve conflicts effectively. Thus, laying the foundation for an open dialogue and sincere conflict culture within the organisation.

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CONFLICT MANAGEMENT

MAIN FOCUS

- Perceiving yourself and others:
  Your individual style of communication
- Dynamics of conflict and escalation
- Personal communication patterns
  and perceptual filters
- The nine stages of escalating conflicts and
  how managers can counter them
- Positive and negative cycles of conflict
- Ways to minimize conflict potential in communica-
  tion: Practical elements from Rosenberg's "Nonvio-
  lent communication"
- Specific case management:
  Methods for solving situation-specific conflicts

COURSE CONTENT

The following points provide an overview of possible course contents. The course content is based on the individual needs and requirements of the participant.

Recognising conflicts

- Setting participant-specific goals
- When is a conflict actually a conflict?
- Defining and understanding conflicts
- Conflict types and the situation: "Hot or cold?"

Analysing conflicts

- Analysing different conflict scenarios
  and their consequences
- Evaluating the situation: beneficial or damaging?
- Reflecting and contemplating on alternative scenarios

Dynamics of conflict and escalation

- Emergence and dynamics of conflicts
- Stages of escalation
- Opportunities and threats posed by conflicts
- Factors contributing to the emergence of conflicts

Constructive conflict behaviour

- Needs and interests
- Recognising the emotional level and distinguishing it
  from the factual level
- Empathy: the nonviolent conflict model
- Methods for de-escalation

Personal behaviour in situations of conflict

- Personal attitude to conflicts
  and situations of conflicts
- Recognising and understanding personal behaviour
- Personal reactions and communication:
  How do I talk?
- Personal action plan

Basic principles of communication and conversing

- Communication square
- Understanding the situation: The situational model

Effective approaches for solving conflicts

- The four steps for solving a conflict: Analysing,
  verbalising emotions, respecting needs, requesting
  instead of demanding
- Rules for mediation and moderation
- Supporting communication techniques

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