Solution-Oriented Conflict Management

Trainers: **Mark Edwards / Svenja Neupert**

Duration: **2 x 3-hour videoconferences**

Languages: **English (ME) English/Deutsch (SN)**

Strategies for effectively handling conflict situations in the academic world

Conflicts, intelligently handled, are an opportunity for personal growth and a chance to deepen relationships. Conflicts are present in daily life, but also of course in the wider business world. Whether you are a participant in a conflict, or attempting to mediate one, it is always useful to acquire new strategies and new ways of behaviour in conflicted situations.

This allows greater flexibility in dealing with different scenarios and characters and reduces eventual suffering. This seminar provides both the opportunity to reflect on one's attitude to conflict, and to put new techniques into practice.

Content

- What is conflict?
- Positive role of conflict - learning effect in conflicts
- Conflicts without suffering - conflicts seen as creative puzzle-solving
- Typical conflict situations (Relationships with supervisors, clients and colleagues)
- Solutions to disagreements and criticism
- Intercultural competence in solving conflicts
- Diversity in the team as a potential rather than a conflict
- Dealing with dependency
- Diversity-competences
- Strategies for dealing with unfair communication (provocation, intrigue, etc.)
- Implementing win-win solutions successfully

Methods

The seminar comprises inspirational input, exercises, small group work and group discussion. A lively learning atmosphere is created, and sustainable results obtained.