

21st International Project Week 2019
20th – 24th May 2019

Lecturer: Daniel Vieru

University/Company: Daniel Vieru - Mediation Office

Country: Romania

Elements of Conflict Management.

Developing conflict management skills for participants, based on non-violent approach and theory of common interest solution.

Content:

The main topics to be learned:

- defining conflict and application, causes and factors that support conflict situations,
- identifying styles of conflict (based on Thomas and Killman approach), discussing advantages and disadvantages for each style in different circumstances of use,
- developing communication skills, applied in conflict resolution, with a focus on reflective listening,
- understanding and identifying types of conflicts and ways of intervention,
- why negotiation based on common interests (need, interests and positions) is the most used method in achieving an agreement,
- discovering the spiral of escalation of conflicts and modal mitigation specific to each stage,
- non-violent communication elements (assertiveness, passivity and aggression),
- recapitulation and knowledge assurance.

Methods:

The course "Developing Conflict Management Skills" is an interactive one that focuses on experiential learning, valuing participants' knowledge and providing supportive coaching / feedback to acquire another approach to accepting and working with disputes.

Competences and skills to be acquired:

At the end of the course, the participants will:

1. acquire a model of understanding conflicts by identifying the causes and factors that determine them
2. be aware of the dynamics of conflict escalation and the specific ways of diminishing
3. know three ways to intervene in conflict management.

The training will provide opportunities to apply new skills to practical scenarios, based on the organization requests for the development of people management skills. Also, will activate group resources, leverage competencies and empower the communication role of the leaders over the team.

Through a format that combines the teaching of theoretical knowledge, practical exercises and simulations, personalized feedback and supervision, the course provides a model of conflict understanding that allows anticipation, prevention of escalation, and intervention in frequently encountered conflicts.

Prerequisites:

Participants will be requested to discussed about a conflict from their experience, a conflict they feel safe to open it in front of the colleagues.

Language of instruction:

English

Recommended for:

Interdisziplinär