

## **23<sup>rd</sup> International Project Week** **12<sup>th</sup> – 16<sup>th</sup> July 2021**

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**University/Company:** BMDV

**Country:** Romania

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### **Elements of conflict management - Developing conflict management skills for participants based on a common interest approach and non-violent communication.**

#### **Content:**

The major topics of the training are understanding conflicts and simple typology, assertiveness, elements of non-violent communication and common interest approach of disputes, explanation and examples.

- Defining elements of a conflict towards an accepted definition
- What causes a conflict and different examples
- What are the factors involved in dealing with a conflict?
- Types of conflicts, a simple typology with definitions, examples and recognizing them in daily life situations
- Willingness in solving disputes, signs and resistance
- What is assertiveness? How to see, protect it and used it to avoid passive and aggressive behaviours Examples and skills to apply in different situations
- Non-violent communication, meaning and types of structural verbal patterns.
- Escalation of a conflict, stages, explanations with illustration on few examples, ways to de-escalate for each stage.
- Approaching disputes based on common interests, position vs. Interests, examples.

#### **Methods:**

The training is interactive with a focus on experiential learning, involving participants knowledge and offering constructive feedback/coaching to students in order to achieve a new approach of accepting and working with conflicts.

Learning methods are based on an interactive approach, they are diverse, balanced covering the themes and includes: presentations, demos, role play, tests, summarizing, exercises with debriefing and feedback, study cases, individual work and work in small groups.

#### **Competences and skills to be acquired:**

The training is interactive with a focus on experiential learning, valorizing participant's knowledge and offering constructive feedback/coaching to students in order to achieve a new approach of accepting and working with conflicts.

Students will:

- obtain a model of understanding conflicts with identifying causes and factors
- use a recognized definition of a conflict and a simple typology with three major types
- have knowledge about conflict escalation and specific ways to de-escalate with an illustrated model of representing it
- learn about non-violent communication and be able to use different structural patterns for verbal communication
- recognize elements of assertiveness, the limits and how to respond to passivity and aggressiveness
- be able to utilize aspects of common interest based on an approach in dealing with conflicts

#### **Prerequisites:**

Students willing to learn about conflicts, to discuss respectfully with others about differences and able to communicate about their own disputes. Flexible arrangement in the classroom.

**Language of instruction:**

English

**Recommended for:**

Interdisciplinary