

24th International Project Week 2022
09th – 13th May 2022

Lecturer: Daniel Vieru

University/Company: Daniel Vieru - Mediation Office

Country: Romania

Elements of conflict management. Developing conflict management skills for participants based on common interest approaches and non-violent communication

Content: The major topics of the project course are: understanding conflicts, a simple typology, assertiveness, elements of non-violent communication and common interest approaches to disputes.

- 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 how it is used to avoid passive and aggressive behaviors. 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 based on a few examples, ways to de-escalate for each stage.
- Approaching disputes based on common interests, position vs. interests, examples and how to move from position to interests.

Methods: The training is interactive, evaluating participants' knowledge and offering constructive feedback in order to achieve a new approach in working with conflicts. Learning methods: presentations, role-play, enquiries, tests, summarizing, exercises with debriefing and feedback, study cases, individual work and work in small groups. For the final presentations, a major topic of the project course will be chosen, and each group will demonstrate what they have learned and can share the knowledge to others.

Competences and skills to be acquired: The training is interactive with a focus on experiential learning, evaluating participants' knowledge and offering constructive feedback/coaching to students in order to achieve a new approach to 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 approaches in dealing with conflicts.

Prerequisites: Students willing to learn openly about conflicts, to discuss in a respectful manner with others about differences and able to communicate about their own disputes. Classroom as an open space (if live).

Language of instruction:

English