



International Project Week
HOCHSCHULE NORDHAUSEN

25th International Project Week 2023 08th – 13th May 2023

Lecturer: Daniel Vieru

University/Company: Self employed

Country: Romania

Elements of Conflict Management: Developing conflict management skills for participants based on common interest approach and non - violent communication

Content:

The major topics of the training are:

- understanding conflicts and a simple typology,
- assertiveness as a competence in dealing with conflict,
- 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, recognizing signs and how to tackle resistance

What is assertiveness? How to see, protect it and 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 on 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 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.

Includes: presentations, demos, role play, enquiries, tests, summarizing, exercises with debriefing and feedback, study cases, individual work and in small groups.

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Competences and skills to be acquired:

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 approach in dealing with conflicts

Prerequisites:

Students willing to learn open 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.

Language of instruction:

English

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