

Agenda “Conflict Management”

Time	Content
09:00-12:30	<p>MODULE 1</p> <p>CONFLICT DYNAMICS AND ANALYSIS TOOLS</p> <ul style="list-style-type: none"> • Introduction, collecting expectations and wishes (see questionnaire) • Circular dynamics and escalation • Harvard Negotiation Project • Conflict analysis (Schwarz) and “Why technique” • Overview conflict facilitation roadmap • Thomas Kilmann Instrument (TKI) and case studies • Clashing personality types (Riemann model)

Time	Content
13:30-16:30	<p>MODULE 2</p> <p>CHANGING PERSPECTIVES, EMPATHIC LISTENING, COMMUNICATING EXPECTATIONS, CRITICISM OR PRAISE</p> <ul style="list-style-type: none"> • Conflict styles according to Virginia Satir • Observing and influencing interaction • Empathic listening and change of perspective • Open-ended and solution-oriented questions • Meta communication with constructive feedback and sandwich technique • 10% Technique and BIFF • Three degrees of affects when dealing with conflict • Summary and feedback