

Conflict Management Compact: Arguing Constructively!

Goal:

The first basis of conflict management are taught based on of important communication concepts. The participants introduce their own practical cases and use these examples to improve their skills in recognising the causes of conflict and learn about alternative ways of dealing with parties in dispute. They clarify their point of view to approach conflicts more systematically.

Target group:

Open to all employees

Content:

- Introduction, goals, content, methodology
- Open and hidden conflicts
- Active listening I
- Agreement between what is said and body language
- TALK—The 4 perspectives of communication
- Dimensions of personality
- Prototypical conflict parties—dealing with your opponent
- Communication as equals
- Self-management and self-awareness
- Personal values and goals
- Practical cases

Methods: Theoretical input and presentation, case studies, individual and group exercises, feedback

Duration: 2 days

Group size: max. 8 people