

SLE TRAINING: Conflict Management and Conflict Transformation

Trainer: Ms Petra Padberg, Co-Trainer:

Preliminary course programme

Duration: September 18-22, 2023

CEST = Central European Summer Time (Berlin)

SLE

Time	Monday, 18.09.2023	Tuesday, 19.09.2023	Wednesday, 20.09.2023	Thursday, 21.09.2023	Friday, 22.09.2023
	CHECK-IN (9:00 – 9:30 am)				
9.30 - 11.00	Welcome Introduction of the training course: - Speedy Morning round (introduction participants) - Introduction of the trainer - Training Overview - Personal experiences with conflict	Review of the previous day: Understanding the dynamic of conflict: Conflict management and Personality style - Behaviour in conflict - Self assessment - Defining own behaviour in conflict	Review of the previous day Understanding the dynamic of conflict: Third party interventions/ADR - Litigation - Arbitration - Negotiation - Conciliation - Mediation	Review of the previous day Understanding the dynamic of conflict: Establishing good communication during conflict mediation - Rapport Building - Non-verbal communication - Active listening	Review of the previous day Challenges in Conflict transformation - Drama triangle - Glasl nine-steps of escalation - Levels of conflict - Case study
Coffee break					
11.30 - 13.00	Understanding the dynamic of conflict: Basic terms and concepts - Conflict - Conflict triangle - Conflict types - Understanding the context	Understanding the dynamic of conflict: Conflict quadrant - Negotiation /conflict styles: - Lose/win - Win/lose - Lose/lose - Win/win	Third party intervention: Mediation - Getting to yes - Concepts of mediation: integrative transformative	Understanding the dynamic of conflict: - Questioning - I-Messages - Paraphrasing - Challenging - Developing other perspectives	Conflict prevention Challenges in projects and programs - Intercultural aspects - Conflict sensitivity
Lunch break					
14.30 - 16.00	Analysing conflict - Conflict analysis as a process - Tools in conflict analysis - Conflict issues and root cause analysis - Identifying and analysing stakeholders - Case study	Understanding the dynamic of conflict (continued): Conflict quadrant - Harvard Concept - Iceberg-Model - Case study	Third party intervention (continued): Mediation - Phases of mediation - Role of the mediator - Mediation Quiz	Understanding the dynamic of conflict (continued): - Working with emotions - Case study	Conflict prevention (continued): Challenges in projects and programs - Case study - Evaluation of the course - Closure
Coffee break					
16.30- 17.00	Today's outcome: the most important insight	Today's outcome: the most important insight	Today's outcome: the most important insight	Today's outcome: the most important insight	