

Session

Conflict management

Date	Tuesday 27 April 2021 (09.00-12.00) + (14.00-17.00) Wednesday 28 April 2021 (09.00-12.00) Thursday 29 April 2021 (09.00-12.00)
Location	Online via ZOOM
Price	free for the researcher at the university college, but not for us, as we will reimburse the teacher. If you are unable to attend due to circumstances, please let us know 5 working days in advance. If you are absent without a valid reason, we are obliged to charge you a fee of 50€ per missed session.
Register	https://vlhora.formstack.com/forms/vllg_2021_conflictmanagement
Target group	Researchers
Goal	Reflect on own conflict style Acquire conflict analysis and resolution competency and knowledge of relevant tools Explore communication tools useful for conflict management

Description

Do you want to enhance your conflict resolution competency, explore effective self-management strategies and practice dialogue facilitation tools? If so, this workshop is for you!

Unresolved conflict can paralyze cooperation within projects and departments, as well as poison the atmosphere in the workplace. This is especially true if conflict continues to rumble on in the background or for long periods. In academia the „games“ tend to be more sophisticated yet, the patterns remain the same. No matter whether it is about conflicting goals or strategies or it can be attributed to clashing personalities or gender-related communication styles and behavior: ignoring it is often not the best option.

This workshop introduces you to key competencies for successful dialogue facilitation and conflict resolution. Using analysis, self-management and communication tools learned here you can turn each confrontation into a constructive process.



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Discussion points are:

- Conflict dynamics
- Flexible use of competitive and co-operative negotiation
- Conflict analysis with the Thomas Kilmann Conflict Mode Instrument
- Identifying with conflict partner
- Clashing personality types (Riemann) and communication styles leading to gender- and culture-related issues
- Dealing with “difficult people” and attacks
- Three methods how to respond to conflict depending on escalation degree
- Short- and long-term self-management
- Balancing assertiveness and friendliness - saying “No” successfully
- Listening, giving feedback and asking solution-oriented questions
- Conflict moderation roadmap

Lesgever

Monika Maria Thiel, Owner-Manager of Creative Dialogue e.K., obtained a master degree in Occupational and Organizational Psychology, Psycholinguistics and Intercultural Communication. She has obtained additional qualifications in the fields of Commercial Mediation, Collaborative Practice, the Graves Values System and Systemic Supervision and Consulting. She is also a certified trainer and speech therapist. Monika Maria has previously managed an adult education institution in the medical-therapeutic sector and spent 15 years as an editor for the Springer publishing house in Heidelberg. She has gained international experience in Luxembourg, France, the UK, Bolivia, the USA, Israel and Palestine. As a consultant, coach, trainer, facilitator and mediator, Monika empowers individuals, (international) teams and organizations engaged in change processes to develop their values, to unlock their full potential, to constructively resolve conflict, to manage changes creatively and productively and, ultimately, to achieve their goals. She also lectures at a number of universities and university colleges both in Germany and abroad.

