

# SLE TRAINING. Conflict Management and Conflict Transformation – ONLINE TRAINING

Trainer: Ms Petra Padberg, Co-Trainer: Mr Matthias Schmidt

Preliminary course programme

Duration: November 01-05, 2021

CET = Central European Time (Berlin)



Time	Monday, 01.11.2021	Tuesday, 02.11.2021	Wednesday, 03.11.2021	Thursday, 04.11.2021	Friday, 05.11.2021
	<b>CHECK-IN</b> (9:00 – 9:30 am)				
9.30 am - 10.45 am CET	<b>Welcome</b> <b>Introduction of the training course:</b> <ul style="list-style-type: none"> <li>Speedy Morning round (introduction of the participants)</li> <li>Introduction of the trainer</li> </ul> Training Overview Personal experiences with conflict	Review of the previous day <b>Understanding the dynamic of conflict:</b> <ul style="list-style-type: none"> <li>Behaviour in conflict</li> <li>Defining own behaviour in conflict</li> </ul>	Review of the previous day <b>Understanding the dynamic of conflict: Third party interventions/ADR</b> <ul style="list-style-type: none"> <li>Litigation</li> <li>Arbitration</li> <li>Negotiation</li> <li>Conciliation</li> <li>Mediation</li> </ul>	Review of the previous day <b>Understanding the dynamic of conflict: Establishing good communication during conflict mediation</b> <ul style="list-style-type: none"> <li>Active listening</li> <li>Questioning</li> <li>I-Messages</li> </ul>	Review of the previous day <b>Challenges in Conflict transformation</b> <ul style="list-style-type: none"> <li>Drama triangle</li> <li>Glasl nine-steps of escalation</li> <li>Levels of conflict</li> <li>Case study: the Lufty Family</li> </ul>
<b>Coffee break</b>					
11.00 am - 12.30 pm CET	<b>Understanding the dynamic of conflict:</b> <b>Basic terms and concepts</b> <ul style="list-style-type: none"> <li>Conflict</li> <li>Conflict triangle</li> </ul>	<b>Understanding the dynamic of conflict:</b> <b>Conflict quadrant</b> <ul style="list-style-type: none"> <li>Negotiation /conflict styles</li> </ul>	<b>Third party intervention: Mediation</b> <ul style="list-style-type: none"> <li>Getting to yes</li> <li>Concepts of mediation: integrative transformative</li> </ul>	<b>Understanding the dynamic of conflict:</b> <ul style="list-style-type: none"> <li>Paraphrasing</li> </ul>	<b>Conflict prevention</b> Challenges in projects and programmes <ul style="list-style-type: none"> <li>Intercultural aspects</li> <li>Conflict sensitivity</li> </ul>
<b>Lunch break</b>					
2.00 pm - 3.30 pm CET	<b>Understanding the dynamic of conflict (continued):</b> <b>Basic terms and concepts</b> <ul style="list-style-type: none"> <li>Violence</li> <li>Types of conflict</li> </ul> Today's outcome: the most important insight	<b>Understanding the dynamic of conflict (continued):</b> <b>Conflict quadrant</b> <ul style="list-style-type: none"> <li>Harvard Concept</li> <li>Iceberg-Model</li> </ul> Today's outcome: the most important insight	<b>Third party intervention (continued): Mediation</b> <ul style="list-style-type: none"> <li>Phases of mediation</li> <li>Role of the mediator</li> <li>Mediation Quiz</li> </ul> Today's outcome: the most important insight	<b>Understanding the dynamic of conflict (continued):</b> <ul style="list-style-type: none"> <li>Case study: Business trip to Barcelona</li> </ul> Today's outcome: the most important insight	<b>Conflict prevention (continued):</b> Challenges in projects and programmes <ul style="list-style-type: none"> <li>Case study</li> </ul> Evaluation of the course Closure
		<i>Optional &amp; Informal</i> "Virtual hangout" (3.30-4.30 pm)		<i>Optional: Individual Consulting</i> (3.30 – 4.30 pm)	