

SLE TRAINING. Conflict Management and Conflict Transformation – ONLINE TRAINING

Trainer: Ms Petra Padberg, Co-Trainer: Mr Sascha Valentin
Preliminary course programme

Duration: May 16-20, 2022
Local Berlin Time



Time	Monday, 16.05.2022	Tuesday, 17.05.2022	Wednesday, 18.05.2022	Thursday, 19.05.2022	Friday, 20.05.2022
	CHECK-IN (9:00 – 9:30 am)				
9.30 am - 10.45 am	Welcome Introduction of the training course: <ul style="list-style-type: none"> Speedy Morning round (introduction of the participants) Introduction of the trainer Training Overview Personal experiences with conflict	Review of the previous day Understanding the dynamic of conflict: <ul style="list-style-type: none"> Behaviour in conflict Defining owns behaviour in conflict 	Review of the previous day Understanding the dynamic of conflict: Third party interventions/ADR <ul style="list-style-type: none"> Litigation Arbitration Negotiation Conciliation Mediation 	Review of the previous day Understanding the dynamic of conflict: Establishing good communication during conflict mediation <ul style="list-style-type: none"> Rapport Building Non-verbal communication Active listening 	Review of the previous day Challenges in Conflict transformation <ul style="list-style-type: none"> Drama triangle Glasl nine-steps of escalation Levels of conflict Case study: the Lufty Family
Coffee break					
11.00 am - 12.30 pm	Understanding the dynamic of conflict: Basic terms and concepts <ul style="list-style-type: none"> Conflict Conflict triangle 	Understanding the dynamic of conflict: Conflict quadrant <ul style="list-style-type: none"> Negotiation /conflict styles 	Third party intervention: Mediation <ul style="list-style-type: none"> Getting to yes Concepts of mediation: integrative transformative 	Understanding the dynamic of conflict: <ul style="list-style-type: none"> Questioning I-Messages Paraphrasing Challenging Developing other perspectives 	Conflict prevention Challenges in projects and programmes <ul style="list-style-type: none"> Intercultural aspects Conflict sensitivity
Lunch break					
2.00 pm - 3.30 pm	Understanding the dynamic of conflict (continued): Basic terms and concepts <ul style="list-style-type: none"> Violence Types of conflict Today's outcome: the most important insight	Understanding the dynamic of conflict (continued): Conflict quadrant <ul style="list-style-type: none"> Harvard Concept Iceberg-Model Today's outcome: the most important insight	Third party intervention (continued): Mediation <ul style="list-style-type: none"> Phases of mediation Role of the mediator Mediation Quiz Today's outcome: the most important insight	Understanding the dynamic of conflict (continued): <ul style="list-style-type: none"> Working with emotions Case study: Business trip to Barcelona Today's outcome: the most important insight	Conflict prevention (continued): Challenges in projects and programmes <ul style="list-style-type: none"> Case study Evaluation of the course Closure

		<i>Optional & Informal</i> <i>"Virtual hangout" (3.30-4.30 pm)</i>		<i>Optional: Individual Consulting</i> <i>(3.30-4.30 pm)</i>	
--	--	---	--	---	--