# Conflict Management and Conflict Transformation

**Trainer:** Ms. Petra Padberg  
**Duration:** September 21 – October 02, 2020, 10 days

## Course programme first week

|------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 9.00 - 10.30 | Registration (8.30 am)  
Welcome (9.00 am)  
Introduction to the training course  
• The relevance of the topic for development cooperation  
• Presentation of trainer and participants, getting to know who is here | Lead in: review of previous day objectives for the day, schedule  
Understanding the Dynamics of Conflict  
• The nine stages of escalation according to F. Glasl | Lead in: review of previous day, objectives for the day, schedule  
Personal Conflict Management  
• Conflict styles | Excursions:  
Visits to institutions in Berlin in small groups | Lead in: review of previous day, objectives for the day, schedule  
Third Party Interventions: facilitation and mediation processes  
• Mediation processes: Exercises |
| 11.00 - 12.30 | Objectives, personal expectations and agenda  
Ground Rules  
Basic terms and concepts  
• Introduction to basic terms and concepts of conflict and conflict management | Understanding the Dynamics of Conflict  
• The nine stages of escalation according to F. Glasl continued | Personal Conflict Management  
• Conflict and communication | Excursions:  
Visits to institutions in Berlin in small groups | Third Party Interventions: facilitation and mediation processes  
• Mediation processes: Exercises |
| 13.30 - 15.00 | Understanding the Dynamics of Conflict  
• Personal experiences seen through systemic constellations | Understanding the Dynamics of Conflict  
• The nine stages of escalation according to F. Glasl continued | Personal Conflict Management  
• Focus on needs, emotions, relationships, actions | Evaluation of visits to institutions  
Third Party Interventions: facilitation and mediation processes  
• Mediation processes Exercises | Third Party Interventions: facilitation and mediation processes  
• Mediation processes: Exercises |
| 15.30 - 17.00 | Understanding the Dynamics of Conflict  
• Personal experiences seen through systemic constellations  
Today's Outcome  
• Reflection groups  
• Learning journal | Understanding the Dynamics of Conflict  
• The nine stages of escalation according to F. Glasl  
Today’s Outcome  
• Reflection groups  
• Learning journal | Personal Conflict Management  
Focus on needs, emotions, relationships, actions  
Today's Outcome  
• Reflection groups  
• Learning journal | Third Party Interventions: facilitation and mediation processes  
• Mediation processes: Exercises  
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• Mediation processes: Exercises  
Today’s Outcome  
• Reflection groups  
• Learning journal |
## Course Programme Second Week

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday, 28.09.2020</th>
<th>Tuesday, 29.09.2020</th>
<th>Wednesday, 30.09.2020</th>
<th>Thursday, 01.10.2020</th>
<th>Friday, 02.10.2020</th>
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</thead>
<tbody>
<tr>
<td>9.00 - 10.30</td>
<td>Lead in: review of previous day objectives for the day, schedule</td>
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<td><strong>Conflict Transformation: strategies and processes</strong></td>
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<td><strong>Conflict prevention &amp; development work: conflict sensitivity in projects and programmes</strong></td>
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<td>• Setting the stage: Choosing case studies from the participants regions</td>
<td>• Where to start with transformation processes? Perspectives/Needs/Entry Points</td>
<td>• Designing intervention processes: Integrative, transforming interventions</td>
<td>• Work with a case study</td>
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<td>11.00 - 12.30</td>
<td>Coffee break</td>
<td>Guest speaker</td>
<td><strong>Conflict Transformation: strategies and processes</strong></td>
<td><strong>Conflict prevention &amp; development work: conflict sensitivity in projects and programmes</strong></td>
<td><strong>What have we learned?</strong></td>
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<td>• Designing intervention processes: Integrative, transforming interventions</td>
<td>• Work with a case study</td>
<td>• Work with a case study, Plenary: results and lessons learned from the case study</td>
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<td>13.30 - 15.00</td>
<td><strong>Conflict Transformation: strategies and processes</strong></td>
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<td><strong>Guest speaker</strong></td>
<td><strong>Conflict prevention &amp; development work: conflict sensitivity in projects and programmes</strong></td>
<td><strong>Final evaluation and closure</strong></td>
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<td>• Situation analysis: context, actors, issues, functions, dynamics</td>
<td>• Where to start with transformation processes? Perspectives/Needs/Entry Points</td>
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<td>• Work with a case study</td>
<td>• Certificates (02:00 pm)</td>
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<td>15.30 - 17.00</td>
<td><strong>Conflict Transformation: strategies and processes</strong></td>
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<td><strong>Conflict prevention &amp; development work: conflict sensitivity in projects and programmes</strong></td>
<td><strong>Individual consultation for interested participants</strong></td>
<td><strong>Auf Wiedersehen! Good-Bye!</strong></td>
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<td>• Situation analysis: context, actors, issues, functions, dynamics</td>
<td>• Designing intervention processes: Integrative, transforming interventions</td>
<td>• Introduction: The horns of the dilemma</td>
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