

Conflict Management: Constructively Dealing With Conflict

The ability to deal with conflict is a key factor for personal and professional success. In this workshop, participants will learn how to resolve conflicts effectively and confidently. They will be trained to distinguish between constructive and destructive conflicts and to facilitate communication to both prevent a disagreement from becoming a conflict and to de-escalate conflicts. Finally, the participants' ability to see the great potential in conflicts will be strengthened. The differences between male and female behaviour will also be a topic in this workshop.

Topics:

- Analysing one's own behaviour and how one communicates within conflict
- Recognizing and understanding conflict dynamics and the nine levels of conflict escalation
- Constructive communication: Helpful conversation techniques during conflicts
- The impact of personality on dealing with conflict
- Solution-orientated approaches in conflict
- Strategies for constructive conflict resolutions

Coach

Dr. Isabel Werle earned her Master's Degree in the Humanities at the University of Tübingen and graduated with a PhD at the Technical University of Darmstadt. She worked in Public Relations for several years before she returned to university as a Research Associate in the area of Media and Communication, where she was primarily involved in research and teaching as well as in the development of various e-learning projects. Currently, she is mainly working as a trainer and coach in the field of Education, focusing on communication, conflict management, team development and leadership.

When and Where

- Online-Workshop
- Thursday, 18th February 2021: 9 a.m. to 12 p.m. **and** Friday, 19th February 2021: 9 a.m. to 12 p.m.

Further information

Participant limit: 12

Course language: English