

2-Day Mediation & Conflict Management Course

Aim of programme

This 2-day training course is designed to help participants understand causes of conflict and how conflict can help improve relationships and collaboration. It identifies roles people take in conflict situations and skills necessary to be successful in dealing with conflict. Participants will learn about interest-based conflict resolution techniques and assess the relevance of power structure, perceptions, and biases, as well as understand the importance of the role of emotions in conflict situations. You will learn about your personal negotiation styles and dive deeper into active communication and questioning techniques. We will also learn about the process of mediation and discuss relevance of intercultural aspects and communication in conflict resolution and mediation.

Target participants

This program is ideal for senior management and anyone interested in improving and practicing their conflict resolution & mediation skills to become able to better resolve and deal with conflict situations.

Participants will learn

- How to discover and assess conflict situations earlier.
- How to deal with diverging interests in disputes through communication and questioning techniques.
- The principles of non-violent communication.
- How the process for interest-based mediation works.
- How power structures and value creation as well as anchoring and framing techniques work.
- We discuss how to identify and address biases and examine the influence of culture on emotional reactions and conflict behavior.
- Refresh active listening skills.
- Practise great communication skills appropriate to the situation.
- Learn about intercultural aspects and their importance in conflict resolution.
- We discuss how to identify and address biases and examine the influence of culture on emotional reactions and conflict behavior.
- Through sharing experiences and practical strategies, you will gain a deeper understanding of how culture shapes our interactions and conflict behaviors.

Day 1

Basic Theory – Causes of Conflict

- Conflicts as an Opportunity
- Causes of Conflict & 'New' Conflict Hotspots Today
- Exercise 1: What conflicts are we experiencing today (e.g., Back to Office)

Roles in Conflict Situations

- Role and Responsibilities
- Necessary Skills
- Impasses and how to deal with them
- Article: Connect, Then Lead (HBR 2013)

Nonviolent Communication (Rosenberg)

- Exercise 2: Active listening skills

The Mediation Process

- Process and Elements of Interest-Based Mediation
- Exercise 3: Role-play Mini Mediation

Day 2

Positions & Interests; Value Creation & Power Structure

- Positions vs. Interests
- Power & Value Creation (Lighthouse Clip)
- Exercise 1: How to create value

Perception & Intuition; Biases

- Framing & Anchoring
- WYSIATI / Perspectives
- Biases (SEEDS Model)
- Article Ladder of Inference (Artikel Rick Ross, 1994)

Emotions & Conflict Styles

- Role of Emotions
- Thomas Kilman Styles
- Active communication techniques
- Exercise 2: Assessment of own style & experiences

Intercultural Aspects of Mediation / Communication

- Exploring Culture and Conflict
 - Introduction to cultural layers, levels, and biases
 - Insights into intercultural mediation
 - Hofstede / Erin Meyer
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