

Training Offering – Conflict Management

Modular Training
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SHIOK
CONSULTING

Are you avoiding conflict?

Does this feel familiar?

- Conflicts in work situations are often not **detected or addressed early** enough
 - They remain unresolved
 - Management is often overwhelmed
- **Decreasing productivity** due to negative conflict culture
- **Unhappy employees** leaving the company
 - Loss of knowledge and resources
 - Increasing costs due to rehiring and retraining of new employees

How can we help?

- We can help you to see **conflicts as opportunities**:
 - Understanding the **causes of conflicts**
 - Recognizing **solutions**
 - Learning a positive, **constructive approach** to conflict
 - Understanding and practicing targeted techniques for conflict resolution (e.g., communication techniques)
 - **Analysis of personal and internal conflict culture and improvement**
 - Understanding the **role of management (and HR)** and their possible involvement in conflict resolution
 - Further **development of teams and leadership**
 - Support with existing conflicts (**conflict coaching and mediation**)

Our approach

- Together with you, we analyse potential for improvement regarding your internal conflict culture and conflict management approach
- Jointly, we identify your needs and wishes
- We create a specific offering for your company
- We conduct trainings and workshops with / for you
- We continuously ask for feedback from management and participants to adjust and target our measures
- We stay in continuous dialogue to identify next steps as necessary

Our offering

Basic Training	Basics - Conflict Management ^S	Conflict Management for Leaders (1) ^S	Internal Conflict Culture ^S	Mediation - Basics ^S
	<ul style="list-style-type: none"> • Causes of conflict • 'New' conflict causes • Approaches to solutions 	<ul style="list-style-type: none"> • Discovering and addressing conflicts • Analysing conflicts • Initiation conflict resolution • Conflict management techniques • Leaders as mediators 	<ul style="list-style-type: none"> • Internal conflict culture • Concept of psychological safety • Building resilience • Avoiding burnout • Company culture (conflict, feedback) • Developing culture 	<ul style="list-style-type: none"> • Interest-based mediation • Definitions • Process and elements of mediation • Role of mediators
Focus Sessions (incl. Exercises & Workshops)	Escalation Ladder (Glasl) ^S	Conflict Management for Leaders (2)	Role of HR	Focus - Mediation Prozess
	<ul style="list-style-type: none"> • Levels of conflict escalation • Steps in the ladder • Win-win, win-lose, lose-lose 	<ul style="list-style-type: none"> • Assessing personal and company conflict culture • Toolbox communication • How to handle 'unsolvable' conflicts 	<ul style="list-style-type: none"> • Role and influence of HR in conflict management • Role of person of trust • Mediation process • Involving external mediators 	<ul style="list-style-type: none"> • Deep dive into mediation process and elements • Exercise and role plays • Practise sessions and case studies
	Nonviolent Communication (Rosenberg) ^S	Communication Techniques	Conflict Coaching	Intercultural Mediation
	<ul style="list-style-type: none"> • The path to nonviolent Communication <ul style="list-style-type: none"> • Observation • Express feelings • Communicate needs • Formulate requests 	<ul style="list-style-type: none"> • Communication techniques – exercises • Conflict management techniques (active listening, asking questions, paraphrasing) • Role play • Case studies 	<ul style="list-style-type: none"> • Support for existing conflicts • Preparation for conflict resolution / mediation sessions 	<ul style="list-style-type: none"> • Cultural specifics when dealing with conflicts • Globalization • Internationalization • Digitalization

Important Information

Structure of training	<ul style="list-style-type: none">• All modules are flexible and can be put together as individually necessary• It's recommended to start with the basic training sessions for a specific topic<ul style="list-style-type: none">• Hence, the theoretical background can be delivered and practical sessions can build upon the theory• Duration of each module is flexible; content can be adjusted<ul style="list-style-type: none">• As a pointer, training sessions are meant to last about 2 hours• For a workshop, at least a half-day session (4 hours) is recommended• Depending on the company's needs, modules can be adjusted and combined as required• Specific, individualized workshops can be created upon discussion
Target group	<ul style="list-style-type: none">• Main target audience: Leadership team and management• Teams and employees• HR staff
Cost	<ul style="list-style-type: none">• The cost depends on the desired setup and the modules selected; discounts for more than one module are possible• Guidelines for a workshop (4 hours): CHF 2,500; Training: CHF 500/hour

Please get in touch for a first nonbinding discussion:

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