

## ***„Conflict management: strategy, self-control, ecological solutions”***

### ***Course description:***

Conflict management training provides knowledge about the causes of conflicts and their understanding. In the workshop part participants learn an analysis and conflict resolution techniques, taking into account the following aspects: who is involved in a conflict and what is the role of conflict in a given situation. They also learn how to use emotional intelligence in the negotiations. Conflict management training provides a work on specific cases that participants encountered in their company. Welcome to the conflict management training.

### ***Acquired skills:***

- perceiving the positive aspects of the conflict
- perceiving the conflict in its early stage
- learning practical methods and techniques of conflict resolution
- developing relationships with colleagues based on clear communication, or \ "direct \ "communication
- ability to manage conflict

### ***Training program:***

The training consists of three areas in which we try to answer the following questions:

- What do you need to know about the conflict?
- What do you need to know about yourself?
- How to combine these both in order to manage the people who were involved in the conflict effectively?

### **Knowledge about the nature of the conflict:**

- conflict as a natural element associated with group dynamics
- what are the causes of conflict and \ "what are they for \", are they useful?
- positive and negative role of conflict

- techniques of influence that allow us to direct conflict in accordance with the objective we want to achieve
- who is involved in conflict – why isn't it coincidental
- how do people react to conflicts and how to use the knowledge about it
- emotional intelligence and conflict:
  - practicing interpersonal skills which are useful in conflict situations
  - practicing \ "speech categories\" which are useful in conflict situations
  - how can we use the group process and what happens \ "here and now \" to work with conflicts
  - identifying the real needs of people involved in conflicts

### **Knowledge about ourselves (trainees' individual work)**

- how do individual trainees react to the conflict ?(specifying an individual behavior style)
- what are the short-and long-term strategies of responding to the conflict by each of the participants
- in which situations these strategies can bring benefits and when they disturb to achieve the goal
- identifying individualized plans of training tasks for each participant
- exercises in which participants work on a possible change of certain types of their behavior
- working with feedback information coming from the other participants

### **Conflict management**

- indicators that help to identify the conflict in its early stage
- passive and active techniques to respond to conflict depending on a goal that we set
- exercises in the area of mediation and negotiation
- emotions management (e.g. minimising strong emotions in order to solve the problem positively)
- ability to select so-called boundary conditions in order to work with conflict (selecting the right place and time and forms of action depending on the phase of the conflict, attitude and action style of involved people and the purpose we want to achieve)
- ability to prepare action plans to deal with situations of conflict
- ability to get out of the conflict in a safety way

### ***Methodology:***

During the training we use the following training methods:

- Power Point mini lecture
- team games and group exercises
- open discussion
- role plays
- working with the video camera and analysis of the obtained information
- mini training films

***Organizational information:***

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings