

Conflict management

Topic area:	(Self-) management
Format:	Online or in-house workshop
Workload:	4 webinars of 2-2.5 h each = 2 workshop days
Trainer:	Philipp Gramlich
Target group:	PhD students, postdocs and junior group leaders



Conflicts are the moment of truth of any (working) relationship: scarce goods are redistributed, interests are clarified, and people can act as good colleagues or egomaniac tinpot dictators. When setting up our environment so that problems can come to the surface without leading to toxic conflicts, you're on a good track to establishing healthy working environments. What if the conflict breaks out nonetheless? In this workshop, we'll also learn to resolve conflicts using negotiation and mediation techniques, which we'll train using real-life examples from the participants. And if that fails? For these cases, you need to know how to escalate in a professional way.

The techniques we discuss in this workshop are helpful both in leader and team member roles.

Open communication culture - How can a group of heterogeneous individuals communicate without excluding anyone? - Conducting one-on-ones - Toxic language: hidden pitfalls in our daily communication	Negotiation for conflict resolution - The Harvard Negotiation Principles: from salary negotiation to conflict cases - Participants' cases analysed - Getting the buy-in from the other side to form a lasting agreement - Tactics vs. open cards: when to choose which route?
Mediation - Define your role as a conflict party, team leader, or mediator - Mediation structure - Practice using case studies	Tuning the 'temperature' - Deescalation: how to cool off the situation to prevent damage and to prepare for a constructive discussion - Escalation: if nothing else helps, this is the step that has to be done with the highest level of professionalism

Course flow online

Day 1	Day 2	Day 3	Day 4	Weeks 2-3
Live webinar - Negotiation Principles - 'Simple' cases like salary negotiations	Live webinar - Conflict stages - Mediation structure - Constructive conflicts	Live webinar - Escalation - Conflict resolution using negotiation principles	Live webinar - Real life cases conflict resolution	Individual and group course work (online and offline)
Individual and group course work (online and offline)	Individual and group course work (online and offline)	Individual and group course work (online and offline)	Individual and group course work (online and offline)	Feedback from the course instructor