

## Dealing with Conflicts in the Workplace

Objectives of Seminar	<ul style="list-style-type: none"><li>• Identifying the different factors and possible causes of conflicts in the workplace</li><li>• Understanding the connection between styles of behavior and personality in conflicts</li><li>• Recognizing how cultural diversity affects and leads to conflict</li><li>• Using energy and creativity positively in conflicts (seeing conflict as an opportunity)</li><li>• Becoming acquainted with and practicing the different procedures for resolving conflicts ( leading conflict discussions)</li><li>• Practicing the language needed to resolve conflicts effectively</li></ul>
Seminar Outline	<ul style="list-style-type: none"><li>• Participants explore exactly what a “conflict” is</li><li>• Identify some of the causes for conflict</li><li>• Discover the positive function of conflicts</li><li>• Understand the different types of conflict – those simply dealing with facts and those that involve a more psychological and social component</li><li>• Exam situations in which conflicts might arise as a result of different cultural expectations and differences</li><li>• Use tools to manage conflict (including analyzing the conflict and developing creative solutions)</li><li>• Learn techniques for leading conflict discussions</li><li>• Become aware of and practice using the English phrases necessary for a smooth resolution to conflicts in an international setting</li></ul>
Target Group	Executive teams, managers and those who work in or lead teams, 10 – 14 participants with a basic understand of English.
Method	Case studies, group-work, role-play, exercises, group discussions
Length	2 Days
Trainers	Mary Houpt (USA) + Dr. Stephan List (D): Through the use of two trainers, with different cultural backgrounds, the course participants are assured to experience a more intensive coaching experience in the methodology as well as the language and cultural aspects.