

TRAINING PROGRAMME

Managing Conflict at Work

~ Key Tips for Individuals and Groups ~

**Brussels, 22nd and 23rd November, 2011
(2 Days)**

Who can genuinely claim to have never had a conflict with a colleague that not only affected them personally, but also had a negative impact on their efficiency and working environment? Conflict is virtually inevitable when you work with others. People have different viewpoints and under certain circumstances, these differences escalate into disputes. How you handle your conflicts determines whether it can become a learning opportunity or a roadblock to achieving your goals. You can choose to ignore it, complain about it, blame someone for it, or try to deal with it through subtle hints and suggestions; or you can be direct, clarify what is going on, and attempt to reach a resolution through common techniques like negotiation, compromise and collaboration. It's clear that conflict has to be dealt with, but the question is how. This course will show you how to deal with workplace conflict in a constructive way in order to prevent it from creating even greater problems.

Objectives

This course is designed for organisations and individuals who wish to decrease interpersonal conflicts at work through the utilisation of appropriate skills. The focus of this course is on managing workplace conflicts; however, the skills learned are equally applicable to the home, community and elsewhere.

After the course, participants will be able to:

- Understand the underlying root causes of conflict
- Be able to differentiate between the positions people defend and the underlying interests they are trying to communicate
- Develop collaborative approaches based on dialogue
- Obtain concrete tools on how to get to a win/win situation, avoiding compromise or

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- frustration
- Learn various methods of approaching a conflict and be able to practice them

Course Programme

Time	Day 1	Time	Day 2
9:00	Welcome and intro <ul style="list-style-type: none"> Objectives & Expectations Agenda 	9:00	Review and plan <ul style="list-style-type: none"> Review of day 1 Structure for day 2
9 :15	<ul style="list-style-type: none"> Identification of causes and costs of conflicts Overview of the Dispute Resolution System 	9 :15	<ul style="list-style-type: none"> Workplace scenario exercises: Raising the issues, communication skills, understanding and dealing with emotions
10:30	Break	10:30	Break
11:00	<ul style="list-style-type: none"> Conflict Management Styles Communication exercises 	11:00	<ul style="list-style-type: none"> Workplace scenario exercises: Active listening and questioning skills
12:30	Lunch	12:30	Lunch
13:30	<ul style="list-style-type: none"> Use and misuse of a 'Sounding Board' Conflict resolution tools 	13:30	<ul style="list-style-type: none"> Workplace scenario exercises: Brainstorming, Options, Agreement and Closure
15:00	Break	15:00	Break
15:30 17:30	<ul style="list-style-type: none"> Collaborative communication model Identification of the root causes of the conflict 	15:30 17:00	<ul style="list-style-type: none"> Workplace scenario exercises Evaluation of the course Q&A – Wrap up

Participants

The programme is intended for individuals who have experienced workplace settings disrupted by interpersonal conflicts, and who have a desire to find better ways and methods of resolving conflicts as they arise at work, either between co-workers or organisations.

Training Methodology

Our training approach is highly practical, participatory and often fun! We focus on real issues and help participants to practice and use the techniques covered, rather than just discuss them. Our training methodology is encapsulated in the phrase: "Never teach participants what they can learn for themselves."

The course will be carried out in a small group of no more than 10 participants to ensure an interactive learning environment with sufficient time to address individual needs and encourage personal development. A variety of learning methods are employed to stimulate interest and meet the differing learning styles of participants – including real projects, numerous practical examples, and group exercises. We don't use PowerPoint in our courses, preferring more interactive and engaging approaches to facilitate learning. Courses are supported by extensive materials for participants to take away and apply after the course.

About the Trainer

Kevin Brown has over 20 years of international experience as an Alternative Dispute Resolution (ADR) specialist, both as a practitioner/trainer and as an academic theorist. He has gained valuable experience mediating conflicts in a wide variety of contexts, including posts within the non-profit, government, workplace, family, courts, and private sectors. His background includes earning a Masters degree in International Conflict Analysis and Management with Royal Roads University, Canada; designing ADR training programs for the Canadian government; facilitating over 4,000 hours of ADR training programs; and significant experience in project leadership. In addition, Kevin has worked in negotiation and leadership support with international conflicts in Spain, Thailand, Rwanda, Georgia and Canada, and has conducted Monitoring and Evaluation interventions, as well as developed ADR training programs for a G-20 Summit, similar to the trainings provided to Heritage Canada, RCMP and Military for the 2010 Olympics.

Practicalities

Place: Brussels

Date: 22nd and 23rd November 2011, from 9:00 to 17:30

Venue: Mundo-B, Rue d' Edimbourg 26, Brussels (www.mundo-b.org)

Organiser: inProgress (www.inprogressweb.com)

Fee: 400 Euro (+21% VAT). Rates include all training materials, documents, and refreshments, as well as a subscription to our online forum, where you can find direct follow-up support from our team of trainers and other participants.

Special Discounts: We offer group discounts to members of the same organisation for bookings for the same training course (same date and location).

1st spot - full price

2nd spot - 10% discount

3rd spot and thereafter - 15% discount

If you have a larger number of people with a similar training requirement, you may wish to consider an in-house course. Please note that group discounts cannot be used in conjunction with any other discount.

Registration: Send an e-mail to training@inprogressweb.com. The course will be filled on a first-come, first-served basis up to a maximum of 15 participants. Please sign up early to ensure a space in the training.

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