

# Confidence in resolving conflicts

## Workshop & Individual Coaching

November, 16<sup>th</sup>-17<sup>th</sup>, 2022

Workshop agenda (online via Zoom)

### FIRST DAY (9:00 a.m. to 5:00 p.m.)

#### Welcome & introduction

##### Better understanding conflict

- ▶ Definition: What does „conflict“ mean?
- ▶ Understanding root causes and types of conflict
- ▶ Understanding the dynamism of a conflict
- ▶ **Practical exercise:** Analyze one of your own conflicts

##### Reflecting on your own ability to manage conflict

- ▶ What does „being able to manage conflict“ actually mean?
- ▶ Understanding your own patterns and trigger points
- ▶ Understanding the impact of personal values
- ▶ **Practical exercise:** Analyze personal drivers with respect to conflicts

##### Dealing with conflicts

- ▶ Preparing a conflict conversation
- ▶ How to confidently deal with a conflict
- ▶ **Practical exercise:** Short conversation (video rec.)
- ▶ Feedback discussion and video analysis

##### Peer learning

- ▶ Using the strength of the group
- ▶ Developing strategies to support each others
- ▶ Developing approaches to remaining calmer and keeping one's composure

#### Summary, knowledge transfer & outlook on day 2

### SECOND DAY (9:00 a.m. to 12:30 p.m.)

#### Welcome, review of day one, introduction to day two

##### Training center I

- ▶ Analyze a conflict (case study)
- ▶ Determine the main drivers that motivate the conflict parties
- ▶ Develop strategies to address and solve the conflict
- ▶ **Practical exercise:** Role play of the conflict conversation

##### Training center II

- ▶ Keep emotions in check
- ▶ Practice strategies in the conflict arena
- ▶ Handle killer phrases
- ▶ **Group feedback & celebration of your successes**

#### Summary, knowledge transfer & conclusion

#### Add on:

**Individual Coaching (1,5 hrs) after the workshop**

### Your coach



**Greta Wonneberger**  
Communication Expert

Greta Wonneberger is a communications coach who studied journalism and now devotes the majority of her efforts to further education. Among other things, she works with Federal Ministry staff, scientists, teachers and students to improve their writing and speaking skills. The experienced instructor, lecturer, and author emphasizes clear and convincing communication.

Greta Wonneberger uses her experience to support people in learning effective, target group-oriented communication techniques. She is convinced that a clear communication helps in avoiding and solving conflicts.