

Excellence in Conflict Management

April 23-24, 2018



CONTEXT & OBJECTIVES

Find together with your client or counterpart win-win-solutions and get back your good relationship

Everyone has conflicts. If you want to resolve a conflict, you must be well prepared and turn the positional fighting into a co-operative dialogue. Each conflict is different. The tools, instruments and techniques provided in this course will assist you to become a better conflict navigator - pretty nearly like a coach or mediator.

Topics:

- Discover your own conflict style
- Model of conflict management
- Phases of conflict development
- Recognizing and assessing conflict
- Managing conflicts solution-focused
- Resolving and preventing conflicts
- Reducing conflict costs and hidden costs
- Lots on hands on role plays to practice your new skills

METHODOLOGY

The training follows a very experience-based and practical approach. Active participation, dialogues, individual, pair- and group work, interactive exercises, self-reflection, feedback, role play, cases and worksheets. The seminar requires a lot of participation from the participants. We use a minimized time of teaching intervention and maximize your learning impact by providing a short orientation input and then an immediate exercise ... Please bring your cases and questions.

- Systemic approach and systemic interventions
- Strategies of „active listening“ to clarify needs and interests
- Empathetic communication and solution-oriented communication
- Non-violent communication (Marshall Rosenberg) with concrete advice
- Exchange of experiences, cases and stories from the experience of a systemic coach, management trainer, management consultant & certified business mediator
- Transfer exercises

TARGET GROUP

- Company executives and owners, group leaders, project managers, team leaders, salespeople, team members and anyone who is interested in getting practical advice on how to resolve conflicts effectively.

LANGUAGE

English (without translation)

PARTICIPANTS

Max. 12 participants

INVESTMENT

150 EUR/day/person (excl. VAT)

EXPERT



**Dr. Siegfried Lachmair,
MBA**

Siegfried Lachmair is a management consultant and training expert, specialized in the subject of conflict management, conflict coaching, mediation and conflict moderation, especially in business and change context. He specializes in helping others better formulate and successfully communicate their ideas, proposals, solutions, services and / or products in English to their (international) business partners. Inspiring and convincing others is not always easy,

especially in another language, and his training and coaching helps you to simplify your ideas to be more readily accepted by your counterparts.

His key aims are to help people to listen carefully to others, to speak more clearly, to communicate their priorities clearly, to be authentic and harness the power of stories, and to persuade and inspire their audience /counterpart to take action. And his mediation skills help people to find and accomplish fair and ongoing win-win-solutions in conflicts.

Company owners, executives, managers, project managers, team leaders, technical experts, salespeople and other “non leaders” will benefit from the ideas, attitudes and techniques taught in the seminar and coaching / mediation sessions.

PLACE & DATE

Tirana Albania, April 23-24, 2018