



Training focus: **Conflict Management**

Idea in Brief:

This training is for people who want to better manage their conflicts at work or in everyday life. It is tailored to help people deal with the most frequent issues in conflict situations while teaching conflict analysis, how to switch the focus from positions to needs and feelings, how to actively listen, and understanding differences in power.

The goals of the training are achieved through a variety of activities such as role play with real-life scenarios, group exercises and seminars. Our training is based on experiential learning, made applicable to everyday situations.

Participants will be able to:

- utilize the tools of conflict analysis
- learn and practice techniques for uncovering key issues of a conflict
- practice mapping both simple and complex conflicts
- practice effective listening and paraphrasing,
- identify and practice techniques for dealing with power inequality in conflicts.

We will...

- teach you to describe, analyze, and interpret conflict scenarios and their resolution by learning about problem-solving and intervention practices.
- foster deeper awareness of your own reactions to conflict as a basis to effectively resolve and transform conflicts.
- teach you how to look at a conflict from multiple perspectives in order to identify its main sources.
- help you be prepared for situations when parties care mostly about own gain, the relationship with the other side or both.
- help you learn basics of nonviolent communication as a way to deepen your understanding of the other party's feelings and needs.

How we offer this training:

Workshop (½ day to 1 day)	Intensive (2 to 3 days)	Module (1-3 weeks)	Course (4+ week training, year or multi-year fellowship)
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