

## Conflict Management

*Ms Julia Hookway, GOLIN Wissenschaftsmanagement*

<b>Date &amp; Time:</b>	March 27 & 28, 2014	9 am – 5 pm
<b>Location:</b>	AWI Bremerhaven, room E-4025	
<b>Language:</b>	English	
<b>POLMAR credit points:</b>	2	
<b>Registration:</b>	<a href="mailto:info.polmar@awi.de">info.polmar@awi.de</a>	

### Course content:

Academia and industry increasingly act on a global scale. How nice, if this brings together the knowledge and competencies of people of different background and facilitates synergies. But quite often working life is also a source of conflicts. Whether it is about subject specific differences, competition amongst colleagues or disagreements with the supervisor or boss – there are plenty of potentially explosive situations. But it does not have to come to a detonation which damages the atmosphere in the long run!

It is not difficult to deal with conflicts in a constructive manner and to solve them before they grow into a substantial problem. If conflict is neither ignored nor allowed to escalate into a personal power struggle and the own as well as the others' motives are reflected upon, one can act consciously instead of only reacting emotionally. This way there is a chance of finding a solution with which all parties are satisfied.

This workshop conveys fundamental knowledge about dealing with [intercultural] conflict and trains the powers of observations as well as negotiation skills. The participants learn to better judge the impact of their behaviour and to develop strategies for solving conflicts. The workshop focus is:

- Basics of conflict management:  
Subject and interpersonal levels in conflict situations
- Basics of intercultural competence:  
How to deal with different backgrounds
- Give way and stop signs:  
Offering leeway, setting boundaries
- Bad weather warning:  
Recognising conflict causes and signals in time
- Strategy development:  
Dealing with misunderstandings and conflicts
- Looking in from the outside:  
Mediation as a tool for solving conflicts
- Conflict management & intercultural competence:  
My next steps

**Target group:**

Anybody interested in learning more about how to deal with conflicts. Participants should be open to reflect upon their personal behaviour.

**More information:** Julia Hookway, Hamburg, works as a freelance conflict manager and workplace mediator in England and Germany. She studied in London, has a diploma in social work, a BA [Hons] in social work studies and is a qualified mediator. For over 20 years she has worked within the health and social care sector in England, where she was in charge of recruitment and leadership of personnel. As a conflict manager she specialises in resolving deep-rooted workplace conflict within multi-disciplinary and multicultural environments, providing expert advice and successful long-term conflict resolution strategies.

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*Our courses are generally free of charge for all participants. However, they do have a price and can cost as much as 150 € per day per student. Please take this into account when cancelling your place on the last minute.*

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