

## CONFLICT MANAGEMENT

*Repairing relations and benefitting from difference*

### Course description

Conflicts are an ingredient of everyday life. Conflicts reflect that individuals and groups are positioned differently within an organisation/ business or within society, and that they each bring different values and experiences with them. Everyone understands and describes events from different perspectives, which often lead to disagreements and conflicts. The anger and blaming are nurtured by the frustrated dreams and hopes of each party.

The course looks at conflict management from a social constructionist and appreciative perspective. Just as well as differences and disagreements can lead to conflicts and cause great destruction, they can also be a potential for growth and open up to new possibilities for change and development. The focus will be on giving you an ability to inquire into the good reasons of others and appreciate their perspective (even

when you disagree). Furthermore, it will train you in asking questions that reveal the patterns of the conflict as well as of the times where things worked better. This encourages the parties to act differently without feeling blamed, and relationships will be repaired.

The participants get a chance to reflect on their own role and position in conflicts, tools to communicate better as part of a conflict as well as a mediator.



### The course will give you...

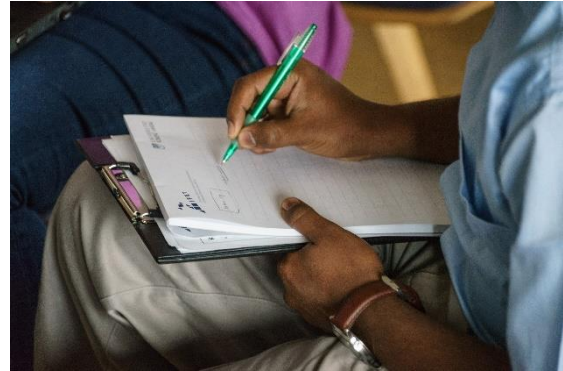
- An understanding of the patterns and development of conflicts as well as an insight into the social constructionist and appreciative approach
- A chance to practice advanced listening to get in touch with the dream hidden behind the frustration
- A chance to "walk the shoes of the other" and broaden your ability to see the issues from different perspectives
- A space to explore the patterns of the conflict as well as its exceptions, and to practice different dialogue techniques that create alternative ways of dealing with the differences
- An opportunity to look at conflict situations at your own work, and reflect upon your own role and position in conflicts

## Methodology

The course will consist of a mix of short theoretical inputs, concrete exercises, and group discussions. It is believed that the only way to learn to manage conflicts is by practicing, getting feedback and being coached on one's performance. You will therefore practice the different dialogue techniques on each other and will experience the potential of being asked the right questions.

The course will be based on social constructionist theory, drawing upon

the narrative approach and system theory. In spite of the theoretical basis, the training will be highly practical.



## Programme

- Monday** Arrival in the evening  
Welcome drink
- Tuesday** Introduction: Presentations, learning goals and learning contract  
Input on social constructionist conflict management  
Practical exercises
- Wednesday** On Dialogue: Listening and appreciating the other
- Listen so others will talk, mirroring
  - Summarising what the other has said
  - Exploring patterns of the conflict - separating actions from interpretations
  - Stepping into the shoes of the other
- Thursday** Dissolving & repairing: Dialogue techniques continued
- Exploring patterns further
  - Naming the conflict & exploring its effect (externalising)
  - Exploring exceptions to conflicts and getting ideas for the future
- Friday** Teamwork: preventing and dealing with conflicts in teams
- A window towards mediation
- What to bring home? What do I want to stand for in the face of conflicts?  
Evaluation
- Saturday** Departure

## PRACTICAL INFORMATION

### Dates, time and place

This course will be organised on a regular basis. [Please check here](#) to see when and where.

All courses will start with a short welcome evening/ drink at 19.30 p.m. on Monday evening and end on Friday around 16.00 p.m.

### Consultants

The [consultant](#) running this course is either **Yvor Broer**, **Lene Mogensen** or **RajVinder Singh Gill**. Depending on the group size a second consultant will be attracted. As we are currently enlarging our organisation, we might place another consultant than above at this course and communicate this well in advance of the course.

### Price

The fee for this course is 775 Euros, excluding travel, food and accommodation. This course is in line with the criteria and priorities of the Erasmus+ programme of the EU. This means that you can apply for a grant to cover most costs, given the criteria that you are working in school education, adult education, vocational education or some parts of higher education. [Have a look here for more information](#).

### Registration

You can register for one of our courses by downloading the registration form on our home page, on the [registration page](#) for open courses. After receiving your form, we will reserve a place for you on the course. There is a maximum of 18 participants per course.

In case you want to use the Erasmus+ programme for a grant to cover e.g. travel, accommodation and course fee, more information and application form can be found on the [information page](#) on that programme

After registering we will be glad to assist you in booking a room and arranging your travel.

## About In Dialogue

In Dialogue is a consultancy corporation that works with development of individuals, leaders, consultants, teams, organisations and communities. In Dialogue was established in 2004 and got its recent name in 2007.

Our consultants work within the approach of In Dialogue, when inspiring change, development and growth. We closely follow new academic developments and are proud of translating new theories into practical and sustainable solutions to your challenges. All the consultants have a higher degree in relevant sciences as well as a proven capacity to translate their knowledge into practice - e.g. in relation to coaching, conflict mediation, project management and organisational change and learning.

We operate in various parts of the world, and all consultants have extensive national as well as international experience and are trained in applying their competences in culturally sensitive ways. Our main office is located in Roskilde, Denmark. Next to that we have an office in the city of Gouda, The Netherlands. Read more on [our homepage](#) or contact us via [opencourses@in-dialogue.org](mailto:opencourses@in-dialogue.org).

## In Dialogue courses

In Dialogue makes sure that learning at our courses is contextualised and therefore relevant for the challenges of

the participants. Theory is put into action through concrete training of new competences as well as through working on the cases from the group:

- The courses are well structured though still flexible to allow for adjustments based on the dialogue with the participants about their concrete challenges, needs and previous experiences
- The international setting ensures an inspiring environment where the diversity of contexts, challenges and ideas are used to increase the understanding of complexity and diverse ways of dealing with issues.
- Our courses are based on a sound theoretical foundation of social constructionist theory. This means that we draw upon innovative approaches such as the narrative, systemic, appreciative and solution focused approaches.
- We believe that there lies a greater potential for development in strengths than in weaknesses. We therefore focus on applying the resources of each participant to reach his/her learning goals and to build an appreciative working atmosphere within the group.
- It is important for In Dialogue that everyone leaves our courses feeling empowered and competent to apply the concrete outcome of the course in his/her daily work - knowing in which situations to use which techniques and when not to use them.