

Workshop

Conflicts and Solutions

Organizational details

Instructor: Dr Dirk Palm*

Dates: May 10, 2017 from 9.00 - 16.30 Uhr

Location: GGL Seminar room 23, Leihgesterner Weg 24, 35390 Giessen

ECTS: –

Objectives

In academia, as well as in other areas, sometimes conflicts are unavoidable. To get to effective and constructive solutions concerning conflicting interests it is important to know how to deal with conflicts. The course **“Conflicts and Solutions”** will address different types of conflicts, conflict management, and prepare you for difficult situations, which may arise in your future.

In any environment, people follow different interests. The conflict between these interests is unavoidable, but conflicting interests are not necessarily a problem. Conflicts are crucial for any organization that wants to develop. They draw attention to problems, which require solutions – be it social, managerial or scientific solutions.

This seminar introduces different models of conflict management. The models show that conflicts can be understood in many different ways. The seminar also provides tools and practices to detect conflicts at a very early stage, when they are still manageable. Participants will learn and practice to use these tools for detecting and solving conflicts in a competent and solution-oriented way.

Content & methods

Conflict diagnosis

- Understanding conflicts
- Mindmapping as a tool for understanding the roots of a conflict
- Addressing conflicts
- The escalation pattern

Models of conflict management

- Assertiveness and cooperativeness
- Distribution and integration
- Activeness and agreeableness
- Concern for self, concern for others

Solving conflicts

- Conflict situations – reactions to conflicts
- Conflict management styles
- Conflict resolution techniques
- Exercises

Target group & course language

Post-graduates, doctoral candidates and post-doctoral candidates who supervise students, teach or will soon teach within Higher Education; any disciplines are welcome.

Please note: Level of English B2 and higher is required.

Course language: English

Registration

Please register **until April 24, 2017** via e-mail at info@ggs.uni-giessen.de.

Please be fair to your fellow GGL/GGS members and only book a place if you really intend to come. If you discover that you have to cancel, please let us know as soon as possible and no later than three working days before the course takes place.

***Dr. Dirk Palm** has been teaching young academics for many years, mainly for other Graduate Schools in Germany and taught Media Management at “*bbw Hochschule*” of Applied Sciences, Berlin. He runs his own publishing house “*Palmedia Publishing Services*” in Berlin.