Confidence in resolving conflicts
Workshop & Individual Coaching

April, 8th-9th, 2021

Workshop agenda

FIRST DAY (9:00 a.m. to 5:00 p.m.)

Welcome & introduction

Better understanding conflict
- Definition: What does „conflict“ mean?
- Understanding root causes and types of conflict
- Understanding the dynamism of a conflict
- Practical exercise: Analyze one of your own conflicts

Reflecting on your own ability to manage conflict
- What does „being able to manage conflict“ actually mean?
- Understanding your own patrons and trigger points
- Understanding the impact of personal values
- Practical exercise: Analyze personal drivers with respect to conflicts

Dealing with conflicts
- Preparing a conflict conversation
- How to confidently deal with a conflict
- Practical exercise: Short conversation (video rec.)
- Feedback discussion and video analysis

Peer learning
- Using the strength of the group
- Developing strategies to support each others
- Developing approaches to remaining calmer and keeping one's composure

SECOND DAY (9:00 a.m. to 12:30 p.m.)

Welcome, review of day one, introduction to day two

Training center I
- Analyze a conflict (case study)
- Determine the main drivers that motivate the conflict parties
- Develop strategies to address and solve the conflict
- Practical exercise: Role play of the conflict conversation

Training center II
- Keep emotions in check
- Practice strategies in the conflict arena
- Handle killer phrases
- Group feedback & celebration of your successes

Summary, knowledge transfer & conclusion

Add on:
Individual Coaching (1,5 hrs) after the workshop

Your facilitator

Greta Wonneberger
Communication Expert

Greta Wonneberger is a communications coach who studied journalism and now devotes the majority of her efforts to further education. Among other things, she works with Federal Ministry staff, scientists, teachers and students to improve their writing and speaking skills. The experienced instructor, lecturer, and author emphasizes clear and convincing communication.

Greta Wonneberger uses her experience to support people in learning effective, target group-oriented communication techniques. She is convinced that a clear communication helps in avoiding and solving conflicts.