

Certified Course
Effective Conflict Resolution
We can't solve what we can't grasp

The overall purpose of this course is to go at the lowest level of analysis, the individual level, and start building the understanding of conflict from bottom-up. It endeavors to focus on the individual-level analysis of factors, forces and concepts that shape the occurrence and unfolding of conflict and then present the different paths toward resolution. The course is eminently practical, using case studies, group discussions, personal experiences, simulations and roles plays to help the participants acquire the fundamental knowledge concerning conflicts and the major methods of their resolution.

Goals of this class:

- ❖ *to bring all participants to a common comprehensive definition of conflict and its key concepts*
- ❖ *to cast awareness of the hidden, intricate connection between inner and outer conflicts along with the conditionality of conflict occurrence on the quad grievance-identity-blame-power*
- ❖ *to help the participants develop a "spatial" view of conflict, defined by the triad cognition-emotion-behavior*
- ❖ *to develop the participants' ability of matching phases of conflict with the appropriate instruments and tools of intervention*
- ❖ *to clarify the distinctions between different methods of conflict resolution and build the participants' ability of choosing the appropriate method of resolution*
- ❖ *to enhance participants' capacity of connecting all elements of conflict into one holistic understanding of the phenomenon, together with the tools to resolve it effectively, constructively and peacefully.*

Module 1

Fundamentals of conflict resolution

This first module explores the dynamics of conflict, how simple disagreements and misunderstandings turn into violent fights and breaking of relationships and what are the most common causes of conflict, focusing on people, problems and processes. We will also learn how to identify early signs of conflict emergence and simple techniques to diffuse tensions and prevent conflict escalation.

Module 2

Structural elements of conflict resolution

There are three paths to deal with conflict – a. a power based approach; b. a rights based approach and c. an interest based approach. In this module we will describe, illustrate and analyze each path, identifying the pros and cons for each one and how a skillful operator can help parties move from one type of approach to another, paving the ways for a constructive conflict resolution.

Module 3

The principles of conflict resolution

What makes the difference between professionals of conflict resolution and other people is the fact that they base their approach on fundamental principles that guide their actions and their choice of techniques and tools. We will identify the principles and then we will use case studies and exercises to highlight the importance of each one for a sound and effective conflict resolution. We will talk about honesty, self-determination, confidentiality, neutrality, impartiality and transparency.

Module 4

Skills for Conflict Resolution

No matter what method of conflict resolution we choose, there is a common set of skills we need to acquire and practice to perfection. We are talking here about creative thinking (out-of-the-box thinking), empathy, moderation, self-control and last, but of extreme importance, do no harm! We will illustrate these skills by use of case studies and then we'll start practicing them through the next modules of the course.

Module 5

Techniques of conflict resolution – effective communication

Everything in conflict resolution is about effective communication – as a matter of fact, conflict resolution is communication. Through exercises and role-plays, we will go through the constitutive elements of active listening – questioning, summarizing, re-phrasing – and we will practice them through simulations of real-life situations.

Module 6

Techniques of conflict resolution – the role of the mediator

While dealing with conflicts on our own was referred to in our professional negotiation courses, the role of the mediator was largely left outside, as there is a

special course dedicated to basic mediation training. Here, we will look at the special set of skills that the mediator has to acquire in order to help conflicting parties build a solid, durable agreement and settle the conflict in a mutually profitable way. We will also describe and analyze the steps a mediator has to undertake for leading the parties to conflict resolution and we'll debate the merits of this method in comparison with others, like negotiation, arbitration and litigation.

6 modules, 12 hours of effective training, 550 RON/participant; to be organized F2F or online, depending on the requirements of the participants and the pandemic situation at the moment of course inception.

Participants who book in advance both conflict management courses (Understanding Conflict and Effective Conflict Resolution) are entitled to a 15% discount on the total price (935 RON package final fee).

For enrollment, download the application form, fill it out and send it, together with a copy of your ID card, to muresanu@fspac.ro.