



From Conflict to ConSens

Disagreements and conflicts are part of our human coexistence and therefore of our daily professional lives, as well. Their effects can be stressful, however. When swept under the rug, they cause tripping hazards later on. Those who know how to manage conflict hold the key to positive change – for themselves as well as for their professional and private environment.

In this one-day team seminar, you will develop your own communication and conflict management toolkit with recognised theories and proven methods and techniques.

➤ Feedback training

Feedback amongst co-workers, conversations with customers and employees and critical discussions work better and more smoothly when you stick to proven communication rules. You will learn about the theory of appreciative communication according to the PID-formula (perception/impact/desired outcome), both on the part of the person providing the feedback and the person receiving it. You will practise this technique in a role-playing game.

➤ Shifting perspectives, or How do I rally my colleagues behind my idea?

You will learn about the Riemann-Thomann model, which is based on four essential characteristics of our needs and behaviours. You will find out where you fall in this model and engage in some self-reflection. You will then practise how to assume a different perspective in a role play. You will experience how much easier it is to successfully assert your own goals and needs and avoid conflict if you value both yourself and others.

➤ The importance of personal statements

You will learn about the importance and power of personal statements in everyday office life, at team meetings, and in conversations with customers.

➤ Let's gear up on communication tools

The metamodel of language (NLP) is one of the most effective communication techniques to objectively challenge other people's statements, stimulate reflection, and attain clarity and unambiguity. Before we start our seminar, we will prioritize which other conversation techniques we want to cover and work them into our schedule, such as learning how to paraphrase, reframing and positive connotations or pacing.

Agenda:

Seminar schedule:



9 am Welcome

- ✓ Presentation of class contents, setting expectations, and taking stock of previous experiences
- ✓ The importance of personal statements and how to integrate them into your professional life



10:15 am coffee break (10 min)

- ✓ The Riemann-Thomann Model - Where do I fit in this model? Where are the others?
- ✓ The Meta Model of Language – theory and partner exercises

12:45 pm lunch break (60 min)

- ✓ Positive connotations and reframing / paraphrasing/ pacing /
- ✓ Feedback training – PID-theory and hands-on role play



5 pm Reflection: My personal takeaways...

Please note: Agenda is subject to slight variations. No previous knowledge required. You will receive a hard-copy handout; pictures of the flip chart sheets will be sent by email

Presenter:



Sabina Maria Bacon

- Social pedagogy professional with a focus on adult education
- Partner, PET-Sprachen GmbH
- Training, coaching, staff development

Specialties:

Process control, conflict management, communication