

Conflict Management Training Workshop

Overview...

This workshop seeks to assist participants by engaging them in a process of understanding and analyzing conflicts, developing personal skills, acquiring negotiation and mediation techniques appropriate in bilateral and multilateral contexts. It helps participants manage disputes and conflicts more effectively and constructively. This workshop examines internal and cultural obstacles and focuses on managing conflict by developing certain competencies so that contentious issues can be channeled into non-violent and even productive forms.

Objectives...

- Raise awareness about and enhance confidence in the possibility of the peaceful management of conflict.
- Develop a menu of personal skills useful in conflict management.
- Develop communication and listening skills.
- Understand the dynamics of prejudice, stereotypes, cultural assumptions, and perceptions for the people in conflict.
- Equip participants with knowledge and basic conflict management skills.
- Acquire negotiation and mediation techniques for constructive transformation of conflicts.
- Stimulate collaboration and improved relationships between participants.

Audience...

This workshop is designed for all managers, supervisors and professionals who wish to improve their skills and abilities to resolve conflict and manage agreement, and for those who wish to influence others even when they do not have the authority.

Outline...

Module -1-

Defining and understanding conflict

- Origins and styles of conflict
- Stages of conflict
- Dynamics of conflict

Module -2-

Being aware of cultural and internal obstacles

- Feelings, reactions and actions
- Stereotypes & prejudices
- Perceptions and empathy

Module -3-

Personal requirements for conflict management

- Values and skills of practitioners
- Cultural communication styles
- Verbal and non-verbal communication

Module -4-

Negotiation strategies for win-win agreements

- Definition of negotiation
- Pre-negotiation process
- Negotiation skills: positions and interests
- Compromise and consensus
- Sustainable agreements

Module -5-

Stages of Mediation

- Mediation styles
- Introduction stage
- Clarification stage
- Problem solving stage
- Agreement stage
- Certification

Registration Fees & Schedule...

Fees: 330 KD per participant. (Group rate is available)

Schedule: May 25 & 26, 2008.



For information and registration, please contact:



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