








FACILITATING A CONFLICT RESOLUTION PROCESS

Transformation refers to change processes that result in a genuinely fundamental organisational change. In most cases, it is not clear at the start of the transformation process what the exact result will be. As a manager, it is necessary to know the right set screws to control the methods of this kind.



FACTS

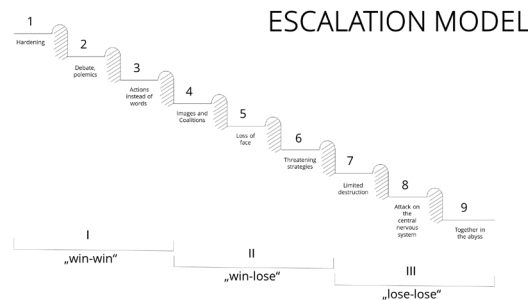
-  **LANGUAGE**
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English
-  **COURSE TYPE**
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-  **REQUIREMENTS**
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TRAINING DESCRIPTION

Conflicts are a part of normal everyday life. If conflicts have been in the system for a long time, or if they are very emotional, then a clarifying conversation between the parties involved is not enough. In this case an third party is needed to help by facilitating the conflict conversation.

Conflict facilitators need a high level of social competence and the ability to keep the process of conflict resolution going without being involved themselves or acting as arbitrators.

CONFLICT ESCALATION



Fritz Glasl's escalation model helps conflict managers to assess, together with the parties involved, how highly a situation has escalated. Conflicts do not simply escalate, but each time the parties cross a threshold that triggers relatively clearly observable changes in behaviour. Depending on where the conflict is at the moment, different interventions are required to de-escalate the situation as quickly as possible and return it to productive work. From escalation level 5 - "Loss of face" we recommend that professional, external help be called in.

CONTENTS AT A GLANCE

CONFLICT ANALYSIS

- Conflict analysis using diagnostic techniques
- Causes and types of conflict
- Conflict escalation and de-escalation

THE CONFLICT FACILITATION PROCESS

- Shaping a conflict facilitation process
- Discussion techniques of facilitating the process of conflict resolution
- Creative intervention techniques for minor to moderate escalated conflicts

SYSTEMIC AND ANALYTICAL HANDLING OF CONFLICTS

- Systemic conflict resolution approaches compared to the analytical conflict approach

PEER COACHING

- Reflect and work through everydaylife conflict situations together with peers