

Overview of the workshop programme

Conflict management for doctoral candidates

From a clash to a culture of conflict

26 November 2010, 9.00 – 17.00

University of Leipzig, "Graduate School Building with Molecules and Nano-objects" [BuildMoNa]

Trainer: Peter James Witchalls, GOLIN WISSENSCHAFTSMANAGEMENT, Hamburg

Conflicts are unavoidable in the normal course of the working life, in academia as well as outside. Whether it is about subject specific differences, competition amongst colleagues or disagreements with the supervisor or boss – there are plenty of potentially explosive situations. But it does not have to come to a detonation which damages the atmosphere in the long run!

It is not difficult to deal with conflicts in a constructive manner and to solve them before they grow into a substantial problem. If conflict is neither ignored nor allowed to escalate into a personal power struggle and the own as well as the others' motives are reflected upon, one can act consciously instead of only reacting emotionally. This way there is a chance of finding a solution with which all parties are satisfied.

This workshop conveys fundamental knowledge about dealing with conflict and trains the powers of observations as well as negotiation skills. The participants learn to better judge the impact of their behaviour and to develop strategies for solving conflicts. The workshop focus is:

- >> Basics of conflict management:
Subject and interpersonal levels in conflict situations
- >> Give way and stop signs:
Offering leeway, setting boundaries
- >> Bad weather warning:
Recognising conflict causes and signals in time
- >> An eye for an eye until the bitter end?
Win-win solutions as an alternative
- >> Role-play:
Methods of de-escalation
- >> Looking in from the outside:
Mediation as a tool for solving conflicts
- >> Conflict management:
My next steps

Peter James Witchalls [Hamburg] studied International Business and German at Aston University in Birmingham, UK. Subsequently he helped to set up the Department of Intercultural Business Communication at the University of Jena, and designed a curriculum for Business English to be implemented at German universities nationwide. He went on to become Head of the Department of Languages at the University of Applied Sciences and Arts Hannover for four years and is now responsible for Business English at the University of Hamburg. Throughout his career he has led workshops on communication, including seminars on Presentations, Negotiating [English and intercultural] and Intercultural Communication.