

## Graduate Academy

Office of the Vice Rector for Research

# Conflictmanagement

<b>Tutor</b>	Alba Polo, <a href="http://www.psychoanalytikerin.ch">www.psychoanalytikerin.ch</a>
<b>Organization</b>	Graduate Academy
<b>Language</b>	English
<b>ECTS-Points</b>	2
<b>Nos. of Participants</b>	max. 12
<b>Content</b>	<p>This course offers an insight into the nature of conflict, how to recognize conflict early and how to deal with conflict situations. Participants learn that conflict is not something that necessarily needs to be avoided. Dealing with small conflict situations is an integral part of everyday life. However, uncertainty and strong emotions make it more difficult to solve in conflict. The focus of this course is on understanding the different perspectives of the conflict parties involved and in being able to communicate in a de-escalating and reconciliatory manner.</p> <p>This course is mainly practice-oriented: Besides acquiring theoretical knowledge about conflict and communication in conflict, participants have the opportunity to share and discuss personal conflict situations in guided group sessions and to develop case-specific approaches.</p> <p>The aim of this course is to enable the participants to better understand conflict and thus to feel less anxious and more confident both in personal and professional conflict situations.</p>
<b>Course preparation</b>	<p>Before the course: Write down a conflict situation you want to discuss in the course. It can be one you had in the past or one you are currently experiencing in your private life or at your workplace. It doesn't need to be a severe conflict. You don't need to explain nor understand the conflict, just describe it as detailed as possible. These notes will stay with you and serve you as a preparation for the discussion in the course. Everything that will be shared in the course is confidential.</p>
<b>Teaching method</b>	Theoretical inputs, group coaching in real-life conflict situations, practical exercises, feed-back from the trainer and the group
<b>Notes</b>	<p>This Graduate Academy offer is directed at researchers, post-docs and doctoral students at the university of Lucerne and its partner institutions and is free of charge for these persons. For persons not affiliated with the University of Lucerne, the course fee is CHF 600/day. Certificates with the respective ECTS-Points are prepared on request (<a href="mailto:graduateacademy@unilu.ch">graduateacademy@unilu.ch</a>).</p>