

## Leading Sensitive Conversations

<b>Kursleitung</b>	Alba Polo, <a href="http://www.psychoanalytikerin.ch">www.psychoanalytikerin.ch</a>
<b>Organisation</b>	Graduate Academy
<b>Sprache</b>	Englisch oder Deutsch (abhängig von den Teilnehmenden)
<b>ECTS-Punkte</b>	2
<b>Anzahl Teiln.</b>	max. 12
<b>Inhalt</b>	<p>This course offers the opportunity to learn how to communicate in a de-escalating and reconciling manner and how to create win-win situations where both parties see their needs met.</p> <p>The course focuses on sensitive conversations in general as well as on how to handle conflict situations in particular. Participants learn that difficult interpersonal situations and conflict do not necessarily have to be avoided. Dealing with minor conflict situations is an integral part of daily life. However, concerns about the outcome, own assumptions or strong emotions make it difficult to address conflict. In this course, participants will understand how to disentangle their own assumptions, feelings, and needs from those of other parties creating space for genuine listening and mutual outreach. The aim of the course is to enable participants to approach unsatisfactory interpersonal situations with confidence, to resolve them in a transparent and authentic way and to create enriching relationships.</p> <p>In addition to acquiring theoretical knowledge about how to conduct delicate conversations, participants have the opportunity to practice with own personal situations in which they feel frustrated, pressured, or overwhelmed, and to develop approaches that make them feel empowered</p>
<b>Kursvorbereitung</b>	<p>Before the course: Write down an interpersonal situation that is bothering you and that you would like to discuss in the course. It may be a past situation or one you are currently experiencing in your personal life or at work. It can be a conflict situation or a situation that you just don't feel comfortable with. It doesn't have to be a big issue, either. Please describe the situation, its protagonists, how it came about, how it developed, etc., in as much detail as you can; you don't have to explain or understand the situation, just describe it. You will keep these notes, they will serve as preparation for the discussion in class. The more real life examples are described in the course, the more the participants will be able to benefit from the course.</p> <p>To create a climate of trust, participants will be asked to sign a confidentiality agreement ahead of the course.</p>
<b>Anmerkungen</b>	Dieses Angebot der Graduate Academy richtet sich an Forschende, Post-Docs und Doktorierende der Universität Luzern und ihrer Partnerinstitutionen und ist für diese Personen kostenfrei.