



Baden International Business School
Switzerland



Training Workshop Module on

Conflict: Roots and Resolutions

Location: Baden International Business School, Baden, Switzerland

Date, workshop duration and fee: To be established in consultation with the group of participants depending upon the depth required and the inclusion of other modules in the training program.

Content:

This training module aims to enhance the understanding on the roots of conflicts and how these develop; and to expand on strategic and practical solutions in preventing or resolving such conflicts.

- ◆ Theories and basic concepts of conflict studies;
- ◆ Why conflicts arise; conditions creating conflict situations;
- ◆ Effects of conflicts - positive and negative;
- ◆ Ways and behaviours in resolving conflicts and their relative merits (Forcing, Win-Win / Collaborating, Compromising, Withdrawing, Smoothing)
- ◆ Mediation as a mechanism of resolving a conflict;
- ◆ Examples of best practices in resolving conflicts.

Case studies:

- A: Political and social conflict;
- B: A corporate / business / workplace conflict;
- C: A personal / private conflict.