



## 2 day custom program **Prevention and Conflict Management Possibilities in a Team II. (Advance)**

**Shine  
Leadership**

**Lead Yourself.**

### **How not to turn a conflict into a snowballing effect – and be able to resolve it in time?**



**Jitka Jilemická**  
lecturer



**Vladimír Jelen**  
lecturer

More information at:  
[ShineLeadership.cz](http://ShineLeadership.cz)

**Contact person**  
Mgr. Šárka Pojerová  
Managing Director  
[sarka.pojerova@ShineLeadership.cz](mailto:sarka.pojerova@ShineLeadership.cz)  
+ 420 603 711 594



QR code – a fast way to reach us

1. Turn on your camera app and aim it at the QR code.  
If a link to our website appears, click on it and it will  
take you straight to us.

2. If you own an older smartphone, just download one  
of the many available free apps for reading/ scanning  
QR codes; and use it.



#### **Why choose this program?**

In this two-day training program, you will get to expand your knowledge of useful conflict management tools – such as conflict negotiation, mediation, or facilitation.

You get to apply individual techniques in practical situations. We will focus on the mediation technique and its role in other conflict resolution strategies.

#### **Topics**

- Strategy of possible conflict management solutions
- Conflict mediation
- Conflict facilitation
- Preventing conflicts in workplace relationships

#### **Objectives – day 1**

- Situational analysis of conflict resolution strategies
- What is the difference between mediation, coaching, facilitation and moderation – clarification of terminology
- Personal audit of conflict attitude, choice of strategy, feedback
- Solving challenging situations, disputes and conflicts through negotiation techniques
- Conflict resolution between two parties – conflict mediation
- Advantages and pitfalls of mediation as one of the conflict solutions – video analysis of a mediation
- Characteristics of the mediator role
- Mediator's skills to manage a mediation process
- The phases of a mediation process
- Training

#### **Objectives – day 2**

- Facilitation principles
- Leadership of conflict resolution in a team
- The role of a facilitator
- An active training of the facilitator's role in model cases and practical situations focused on workplace conflicts
- Feedback
- Preventing sources of misunderstandings
- First aid in emotionally challenging situations
- Self-defense and how to say "No"
- Releasing negative emotions and stress
- Feedback

#### **Methods and techniques**

Model situations and group work. Practical training, video analysis. Group sharing techniques and reflection. Interpretation and a coaching approach.

#### **Shine Leadership s.r.o.**

Office and Training Centre Hradčanská: Milady Horákové 116/109 B, 160 00 Praha 6  
Main Office: Suchbátská 1273/3, 165 00 Praha

[ShineLeadership.cz](http://ShineLeadership.cz)