



PEACE TALKS

Staying mindful in difficult conversations



Mindful communication and Conflict Management

A good basis for a fruitful understanding is a honest, authentic and open exchange. This succeeds best when partners respect each other and take their requests seriously. Collaboration becomes challenging, when tensions or conflicts interfere in communication.

Personal opinions and perceptions could obstruct a clear view on essential issues. Analysing and understanding what is truly causing and maintaining tensions in communication shift the focus away from personality clashes and divergent positions to the hidden needs of people and causes of miscommunication.

This workshop aims to reflect the own communication, to understand better conflict patterns and to develop alternative resolution strategies fostering mutual understanding.

TOPICS

Empathic communication, respectful dialogues

Assessing conflicts, resolving constructively, developing conflict expertise

Stress patterns in communication: attitudes and stumbling blocks

Fostering collaboration, responding to non-collaboration

Interventions and strategies in communication

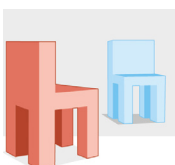
Toolbox: communication techniques, conflict resolution strategies

LEARNING OUTCOME

Better understanding of empathic communication and conflict development

Reflection of own communication patterns and development of new forms of collaboration

Strategies to deescalate tensions and to solve conflicts constructively



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