

## Programmwurf "Resolving Conflicts in your lab team, with supervisors and in collaborations"

### Day 1

Time	Content
09:00 – 09:45	Welcome Introduction of trainer and participants, clarifying expectations, Overview of the program, Ensuring confidentiality
09:45 – 10:15	Reflecting about conflicts: <ul style="list-style-type: none"> <li>• What are signs of conflicts in projects and daily cooperation?</li> <li>• Advantages and disadvantages of conflicts</li> </ul>
10:15 – 10:45	Theory about conflicts: Definition, phases, dynamics
10:45 – 11:00	Break
11:00 – 12:00	Styles in dealing with professional conflicts <ul style="list-style-type: none"> <li>• Which is my preferred style in dealing with conflicts?</li> <li>• advantages and disadvantages of different styles</li> <li>• When to use which style</li> </ul>
12:00 – 12:30	Preparing a negotiation e.g. with your supervisor – part one <ul style="list-style-type: none"> <li>• What are my targets?</li> <li>• What are my boundaries?</li> <li>• Which alternatives do I have?</li> </ul>
12:30 – 13:30	Lunch break
13:30 – 14:15	Preparing a negotiation e.g. with your supervisor – part two Change of perspective: <ul style="list-style-type: none"> <li>• What are the targets of my supervisor?</li> <li>• Which alternatives does s/he they have?</li> </ul>
14:15 – 15:00	Theory about negotiations <ul style="list-style-type: none"> <li>• Harvard model</li> <li>• How to finish the negotiation</li> </ul>
15:00 – 15:15	Break
15:15 – 16:00	Negotiation execution
16:00 – 16:45	Leading constructive discussions <ul style="list-style-type: none"> <li>• Communication guideline for discussions in conflicts</li> <li>• Leading by asking questions</li> </ul>
16:45 – 17:00	Open questions – Close

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### Day 2

Time	Content
09:00 – 09:15	Introduction – open questions from day 1
09:15 – 10:30	The conflict discussion <ul style="list-style-type: none"> <li>• collecting own topics from the PhD setting</li> <li>• preparation and execution of the discussion</li> </ul>
10:30 – 10:45	Break
10:45 – 11:45	Communication: understanding and misunderstanding <ul style="list-style-type: none"> <li>• reading between the lines</li> <li>• understanding emotional reactions</li> <li>• resolving issues</li> </ul>
11:45 – 12:30	Dealing with criticism and reproaches <ul style="list-style-type: none"> <li>• calming down emotions</li> <li>• coming back to constructive exchange of positions</li> </ul>
12.30 – 13.30	Lunch Break
13:30 – 14:15	Dealing with own emotions <ul style="list-style-type: none"> <li>• understanding and controlling own emotions</li> <li>• setting boundaries – saying "no"</li> </ul>
14:15 – 15:15	Dealing with difficult conflicts <ul style="list-style-type: none"> <li>• addressing conflicts and emotions</li> <li>• collection of own examples</li> <li>• preparing difficult conflict discussions</li> </ul>
15:15 – 15:30	Break
15:30 – 16:00	Dealing with difficult conflicts <ul style="list-style-type: none"> <li>• execution</li> </ul>
16:00 – 16:30	Inner conflicts <ul style="list-style-type: none"> <li>• Understanding own conflicting wishes</li> <li>• moderating the "inner team" to be able to communicate with clarity</li> </ul>
16:30 – 17:00	Open questions – Feedback - Close