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## Solution-Oriented Conflict Management

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**Trainer:** Mark Edwards

**Duration:** 2 x 3-hour videoconferences

**Language:** English

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### *Strategies for effectively handling conflict situations in the academic world*

Conflicts, intelligently handled, are an opportunity for personal growth and a chance to deepen relationships. Conflicts are present in daily life, but also of course in the wider business world. Whether you are a participant in a conflict, or attempting to mediate one, it is always useful to acquire new strategies and new ways of behaviour in conflicted situations.

This allows greater flexibility in dealing with different scenarios and characters and reduces eventual suffering. This seminar provides both the opportunity to reflect on one's attitude to conflict, and to put new techniques into practice.

### **Content**

- What is conflict?
- Positive role of conflict - learning effect in conflicts
- Conflicts without suffering - conflicts seen as creative puzzle-solving
- Typical conflict situations (Relationships with supervisors, clients and colleagues)
- Solutions to disagreements and criticism
- Intercultural competence in solving conflicts
- Diversity in the team as a potential rather than a conflict
- Dealing with dependency
- Diversity-competences
- Strategies for dealing with unfair communication (provocation, intrigue, etc.)
- Implementing win-win solutions successfully

### **Methods**

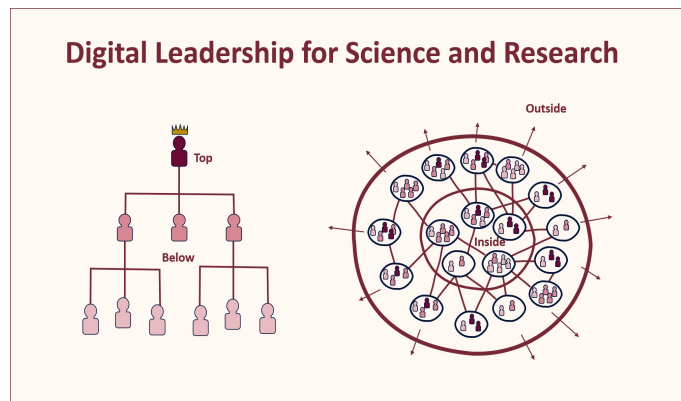
The seminar comprises inspirational input, exercises, small group work and group discussion. A lively learning atmosphere is created, and sustainable results obtained.

## Digital Leadership for Science & Research

**Trainer:** Mark Edwards

**Duration:** 2 x 3-hour videoconferences

**Language:** English



### *21<sup>st</sup> Century leadership principles and practice*

The aim of this webinar is to familiarize participants with the basics of future-oriented leadership in a working environment where time pressure and complexity are strong drivers and there is a need for virtual collaboration and remote working.

### *Content*

- Classical leadership and transformational leadership - a comparison of leadership models
- Self-reflection – what is your unique leadership style?
- 4 steps to Leadership - Self-accountability
- Challenges of leadership and cooperation models that do not rely on authority
- Structure of successful information and communication flow
- Tool selection for virtual collaboration
- Agile planning, dealing with unforeseen factors and circumstances
- Putting together potential-oriented teams and considering differences
- Managing typical conflicts constructively

This seminar comprises inspirational input, group work, discussion and individual exercises which combine to form a powerful learning experience, with lasting effects.

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## Nonviolent Communication for Academics and Scientists

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**Trainer:** Mark Edwards  
**Duration:** 2 x 3-hour videoconferences  
**Language:** English

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### *Applying the extraordinary communication techniques of Marshall Rosenberg to the academic and scientific setting*

The work of Marshall Rosenberg has been described as nothing short of world-changing. In this challenging two-day seminar, working with applying his ideas in the scientific context, we are invited to re-evaluate the fundamental attitudes underlying our communication with others and reach a richer, more conscious understanding.

Marshall Rosenberg said that his principles offer us the chance to:

- Increase our ability to live with choice, meaning and connection, and
- Connect empathically with ourselves and others to have more satisfying relationships.

We explore how these principles operate in the scientific and academic setting. Can we really apply an approach based on 'giving from the heart' in the cut-and-thrust of daily professional life? How does not criticising or judging others sit with the long-established practices of academic rigour? Can Scientists or Academics truly be empathetic?

#### *Principles of NVC - Day 1*

- The essential principles of non-violent communication
- Communication that blocks compassion
- Observing without evaluating
- Identifying and expressing feelings
- Taking responsibility for our feelings
- Requesting that which would enrich life

#### *Application of NVC - Day 2*

- Receiving empathically
- Connecting compassionately with ourselves
- Expressing anger fully
- Conflict resolution and mediation
- Liberating ourselves and counselling others
- Expressing appreciation in nonviolent communication

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## Agile Project Management

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**Trainer:** Mark Edwards

**Duration:** 2 x 3-hour videoconferences

**Language:** English

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### *How to create successful projects and productive project-teams*

Scientific and corporate work-processes are more and more based on project-work with intercultural members.

This needs competences in two areas - project management skills and also the knowledge of how to build a team and to be able to co-operate with a variety of different personalities.

In this seminar we teach you how to combine these two abilities.

#### **Content:**

- What is a project?: Definition and outline
- What is the difference between classical and agile project management?
- The Agile manifesto – values and principles. Modern leadership.
- What are the phases of a project? Types of project working styles– Sprint & Scrum
- How do I set up a project? Project design - W-questions - Transparency
- How to build a productive project team (3 key tools) Leadership styles and models
- How do I use the differences of the team members (diversity)? - DISC
- Mitigating resistance
- Information and communication in the team (tools and meetings)
- Typical difficulties in the project and how to overcome them. Goal Clarity.  
Time management as a team

#### **Methods:**

The seminar comprises inspirational input, exercises, small group work and group discussion. A lively learning atmosphere is created, and sustainable results obtained.

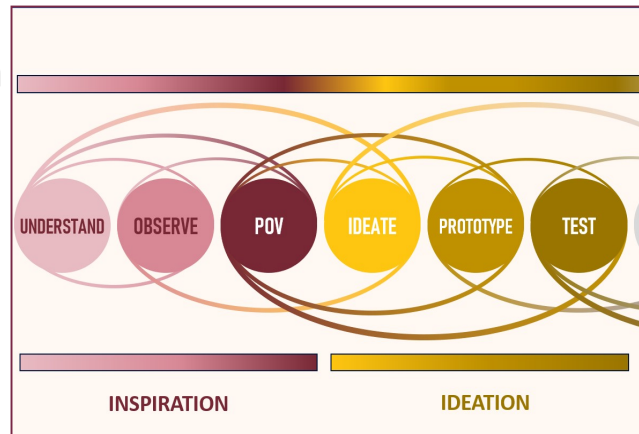
## Design Thinking in Academia

How new ideas, approaches and objects come into the world

Trainer: Mark Edwards

Duration: 2 x 3-hour teleconferences

Language: English



### *Innovative problem-solving techniques for leadership and cultural change in universities*

Globalisation and digitalisation are changing our individual lives and social conditions at a rapid pace and require a new approach to problems at all levels.

In the seminar you will learn, among other techniques, to understand the Design Thinking process, step-by-step and apply it to the basis of your specific question or design challenge.

Using new creative methods, you will learn to identify problems that are systematically relevant to your everyday life and to develop user and employee-oriented solutions.

This seminar provides participants with the most important basics of Design Thinking and an overview of innovative creative techniques for problem solving.

### **Content:**

- What is Design Thinking?
- How can it be transferred from an entrepreneurial focus to the university context?
- Leadership and Cultural Change in universities
- How does the entire Design Thinking process work?
- The change arises in the mind - Which other innovative creative techniques expand the thinking and action framework?
- How can cooperation in cross-disciplinary projects with very different employees be successful as a basis for innovative methods and discoveries?

This seminar comprises inspirational input, group work, discussion and individual exercises which combine to form a powerful learning experience, with lasting effects.