Conflict Management and Mediation

Course Description

In business, the different perspectives of negotiating partners or parties often clash, which leads to conflicts because the parties involved pursue different goals and evaluate situations differently. In particular, given a background of company transformation and restructuring, conflicts are often pre-programmed because of different interests. Ensuring that the different perspectives of the parties do not lead to escalation requires an understanding of the nature and structure of conflicts, techniques for dealing with them, and basic knowledge of how to communicate verbally and nonverbally. This course gives students the necessary understanding and tools to recognize conflicts, solve them, and lead negotiations. In this context, mediation is emphasized as an increasingly popular method of conflict resolution.

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1. From Cooperation to Confrontation
   1. Cooperation and Competition
   2. Forms of Cooperation
   3. Game Theoretical Approaches
   4. The Way into the Conflict
2. Basic Concepts of Conflict Research
   1. What is a Conflict?
   2. Types of Conflict
   3. Mobbing—a Special Type of Conflict
   4. The Stages of Conflict Escalation
   5. Conflict Resistance of Organizations
3. Conflict Management in the World of Work
   1. Conflict Costs
   2. Conflict Management in Business
   3. Elements of Conflict Management
4. Basics of Communication Psychology
   1. What is “Communication”?
   2. Axioms of Communication
   3. The Importance of Nonverbal Communication
   4. The Message Square Model: The Four Sides of a Message
   5. Transactional Analysis as Analysis of Interpersonal Communication
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