Conflict Management and Mediation

Course Description

In the business world, different perspectives of negotiating partners or parties often clash. This often leads to conflicts because the parties involved pursue different goals and evaluate situations differently. Especially against the background of transformation and restructuring processes in companies, conflicts are often pre-programmed due to different interests. To ensure that the different perspectives of the parties involved do not conclude in escalation, knowledge of the nature and structure of conflicts, techniques for dealing with them and basic knowledge of the possibilities of successful communication at a verbal and non-verbal level are essential. This course will equip students with the necessary understanding and present necessary tools to recognize conflicts, to solve them and to lead negotiations. In this context, mediation is highlighted as an increasingly popular method of conflict resolution.

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   3. Game Theoretical Approaches
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   2. Types of Conflict
   3. Mobbing - a Special Type of Conflict
   4. The Stages of Conflict Escalation
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3. Conflict Management in the World of Work
   1. Conflict Costs
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   4. The Message Square Model: The Four Sides of a Message
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   4. The Mediation Process - Phases and Procedures