



ERASMUS+ STRATEGIC PARTNERSHIP

**Development of
interdisciplinary skills for
cooperation and conflict
management**

DISCOM

Conflict diagnosis and management

*Conflicts are inevitable, they can arise
whenever and wherever people meet!*

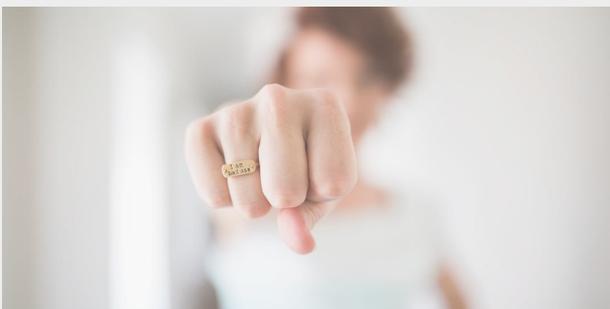
A. Einstein stated that “We cannot solve our problems with the same thinking we used when we created them”. SAME ABOUT THE CONFLICTS! Without conflict analyses, diagnosis and management skills we would quickly reach the impasse leading us to inappropriate conflict resolution methods using unsuitable strategies, which lead to the higher escalation of the conflict instead of effective resolving of it.

The importance of conflict management skills

Despite being often considered to have negative – sometimes even destructive – effects, conflicts bear potential for growth and development. Developing interpersonal relations requires raising concerns and searching mutually agreeable solutions. Therefore, gaining knowledge and skills in conflict analysis, diagnosis and management, builds an ability to handle conflicts and encourage the positive development of relationships.

Applicability of conflict management skills

People who have the competence to diagnose and further on manage conflicts are very popular and in constant demand on the labor market, since unsolved conflicts in organizations can lead to, inter alia, higher sickness rates, a loss of motivation among the employees, less productivity and therefore high conflict costs. Moreover, talented conflict managers are working as professional negotiators, mediators, facilitators in various disputes including but not limited to family, labor, community, business etc. In order to react adequately and/or give good advice it is necessary to understand the dynamics behind the problem, to find out who is involved, what are their interests and goals as well as how the conflict has progressed. Here the conflict management takes place.



How You can improve your conflict management skills?



Get acquainted with types of conflict

When people are having a dispute, it might often seem like a personal conflict between them, while the real cause of the problem lies somewhere beyond their interpersonal relations. Trying to find a consensus on a personal level without working on the real roots of the problem will not be successful. By analyzing and diagnosing the conflict, the root cause can be found and treated which will give the parties the best chance to find sustainable solutions.

Get ability to choose most appropriate dispute resolution method

Many people do not know about the wide spectrum of alternatives to the court proceedings. Choosing litigation often means a loss of time, money and the chance to restore or even improve their relationship.

Get familiar with different conflict management styles

People are very different and join conflict resolution with the different approaches and attitudes towards the process. In such cases even new misunderstandings may appear during the meetings. In fact, each conflict is different, and for effective management of it there is a need to choose the most appropriate conflict management style in each single case. One problem may look as it could possibly be avoided or easily shifted to compromise, for another - it might be necessary to compete or accommodate, and in a third one it could be crucially important to collaborate.

Improve your conflict transformation skills

People are joining the conflict resolution process with certain positions, which commonly reflect, what they want to achieve. A skillful conflict manager rapidly attempts to reframe the perception by asking the parties, why they want what they are asking for. The reasons or justification behind certain claims reveal the interests of the parties to a conflict, which often are not limited to a single option for satisfaction.

What can You expect from conflict management course?

Students who learn about conflict diagnosis and management will be able:

- to analyze conflict situations from various perspectives
- to identify, which type of conflict they are dealing with
- to recognize the level of escalation it has reached
- to choose the most suitable conflict management style in any situation
- to reflect on their own behavior during the conflict situations

Learning and practicing conflict diagnosis and management goes hand in hand with acquiring important communication skills which may be used not only in specific conflict situations but also in everyday and professional life.

Use your improved conflict management skills to avoid conflicts and reach your personal and professional goals more effectively!



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