

Workshop for PhD students and postdocs

## “Unfolding Power in Conversations – Solution-oriented Communication and Handling of Conflicts“

Date: June 21, 2017; 9 am – 5 pm, room 1.034, CECAD, 1<sup>st</sup> floor

Trainer: Brigitte Klein – Sprachkultur

### Initial Situation

PhD students and postdocs often find themselves in a tense working environment. Time resources are limited and with the challenging scientific requirements it often comes to friction in communication, e. g. in the cooperation with other group members or PIs.

### Objective of the Seminar

Key influencing factors for the clarification of different positions and disagreements by applying valuable and solution-oriented communication have become known and can be applied in accordance with your own objectives. The personal repertoire to act in one-to-one-communication will be enlarged and strengthened. The participants deepen their abilities in professional communication and experience how they can deal with different “people types“ in a conversation. They practice ways to communicate in a useful way in conflicts or when they face resistance. They also get to know and reflect conflict dynamics. They learn how they can actively change the focus from problem- to solution-orientation in a conversation so that they can discuss tense topic in a way both parties develop satisfactory agreements.

### Contents

- » What does “conflict“ mean in your personal daily work environment?
- » Clarify the correlation of “values – role – behavior – situation“
- » Development of an attitude that allows to unfold potentials – experiencing consciously the effect in everyday life, if this does not take place
- » Recognizing and changing the effect of pre-assumptions on the success of conversions
- » Managing the own state – managing emotions – create impact
- » Pacing and leading the counterpart – recognizing states
- » Differentiation between position, interest and motives – using this knowledge purposefully to clarify disputes
- » Steering focus by using question techniques – dealing with objections in a goal- and solution-oriented way – recognizing „games“ and achieving clarity

### Methods

Interactive presentation and input with practical transfer of the content, discussion, presentation, reflection, consideration of specific situations from the participants everyday life, practical exercises, feedback, transfer into everyday life