



From conflict to conversation

Constructive communication in the face of differences

18-19 May 2020

Introduction

Conflict has most of all relational dimension, apparent in how people communicate and relate with each other. Contentious situations, substantial disagreements can shake our convictions, judgments and confidence about choices we make. We feel insecure and it is more difficult for us to think clearly. At the same time we are less willing to understand and consider other point of view. In consequence we become defensive, withdrawn and make decisions without considering important information or going beyond basic instincts. When we try to deal with conflict being weak and self-absorbed, most often communication gets destructive and prevents making sensible decisions. However despite destabilising impact of conflict, people have natural capacity and motivation to regain sense of strength and confidence (empowerment shift) and responsiveness to the other person (recognition shift). It is the foundation to improve quality of communication, which creates virtuous circle and whole interaction can regenerate and become constructive, connecting and humanizing. This changes the way how people engage in conflict, how they talk about and negotiate issues. They regain sense of their own strength and mutual understanding what allows them to deal with the conflict situation in a constructive way.

Training

The training has interactive nature, it integrates theory and practice through exercises, role-plays, analysis of films and own experiences, discussion and individual reflection.

The training helps to understand the nature of constructive and destructive communication. Conflicts substantially hinder the use of our best qualities and skills, often when they are needed the most. Why is that and how to cope with it? This course answers this question by looking at common human reactions to difficult communication, exploring how these situations impact each of us, considering what guides our behaviour in these moments and developing practical strategies for responding deliberately, rather than reacting. During the training participants are gaining skills to transform their conflicts to constructive conversations, whether with a family member, a co-worker or community member.

Day I (godz. 9:00-17:00)

- Model premises: relational worldview and transformative conflict theory
- Experience and analysis of own conflicts
- Awareness of incapacitating effects of weakness and self-absorption
- Own „compass” as a foundation of conflict behaviours
- Practicing conflict conversations



Dzień II (godz. 9:00-17:00)

- Developing strategies for dealing with conflict effectively
- Balancing own autonomy and responsiveness to others
- Conflict transformation in workplace situations
- Identifying opportunities for empowerment and recognition
- Practicing communication skills
- Practicing conflict conversations

(Lunch on your own. An hour break during training day. Possibility to go out – for example to a nearby restaurant for dinner.)

Trainer

Łukasz Kwiatkowski cooperates with international network of practitioners connected to the Institute for the Study of Conflict Transformation. Received Certified Transformative Mediator title and acts as a ISCT Country Liaison for Poland. For many years was responsible for financial risk management system in a large capital group. Has experience in team building and development, change and conflict management in organization, communication and negotiation in international business and financial environment. Completed postgraduates studies in mediation, participated in many conferences, trainings and workshops in Europe and USA about various forms of conflict intervention.