

CONFLICT MANAGEMENT & MEDIATION

Sector: Civil Sector & (I)NGOs

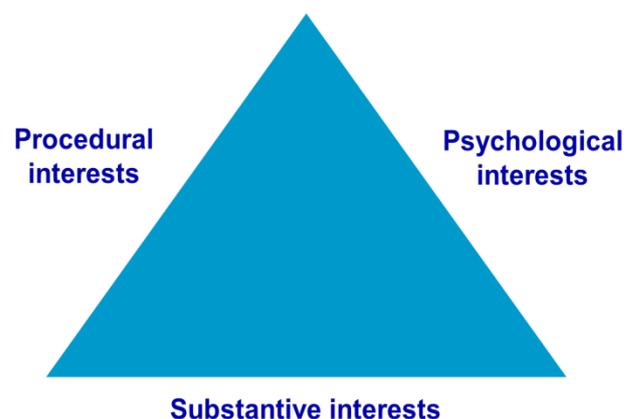
One key purpose of NGOs is to provide for basic needs born out of societal dilemmas. This may translate, for example, by providing support to particular social groups or by protecting natural environments negatively affected by pollution. Thus conflicting realities by default surround all NGOs as they aim towards greater equilibrium and equity at local or global level.

Not only confronting external challenges, NGOs may also face structural, cultural and interpersonal conflicts within their own organization. Employees, partners and volunteers themselves need support in applying conflict resolution competently within and without the borders of their organization. EUROBOGEN's Train the Trainer workshops give these skills to NGO personnel who become conflict regulators and mediators.

A mediator is a person who understands the inner workings of conflicts in general, and the perceptions and interests of the conflicting partners in particular situations. The mediator displays third-party perception, uses trust-building tools and applies sensitive and targeted communication techniques – so that the conflicting parties may find their own solutions. Our seminars teach such skills to NGO members who in turn will strengthen all organizational capabilities and effectively assist their beneficiaries. We also set up Ombudsman services as part of organizational development.

This seminar covers:

- Anatomy of conflicts
- Perception and reality
- Escalation and de-escalation curve
- Task vs. people conflicts
- Chains of cause and effect
- Phases of conflicts
- Conflict management styles
- Road maps to solutions
- Roles of the mediator
- Blueprint for negotiations
- Agreements and protocol.



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