

# Preventing and Solving Conflicts Constructively

## Conflict management and resolution

In everyday work life, but especially during times of significant change, leaders, managers, and employees need to be able to deal with tension, friction and differences which arise. In this training you will learn effective conflict management by recognizing tensions at an early stage, dealing with them openly and resolving them beneficially for everyone involved! Use effective techniques to train solution-oriented behavior in difficult situations. Dealing constructively with conflicts is motivating and makes a valuable contribution to the company's success.

### Content

#### Diagnosis

- Types of conflict.
- Causes of conflict.
- Stages of conflict development.
- Conflict management

Learn from experts!

#### Conflict management styles and strategies - Assessment exercise

#### Conflict resolution and Problem-solving

- Tension management.
- Dimensions of conflict analysis.
- Positions-Interests, Win-Win.

#### Building dialogue

- Communication techniques (active listening, questioning).
- Non-violent communication.
- Psychological factors (cognitive biases, assumptions).

#### Managing challenging conversations

- Structuring a conversation.
- Giving and receiving feedback.
- Empathy & Assertiveness.

#### Engaging with 'difficult people'

- Dealing with an angry person.
- Handling emotions.
- Conversation techniques.

#### Case studies

- Analysing participants' real cases.
- Feedback and advice.

#### Conflict management systems and third party roles

### Online Learning Platform

Once you have registered, you will be able to access your online learning platform, including extra materials for consolidating what you have learned.

### Your benefits

You will be able to

- develop your own positive attitude to conflict.
- develop your individual conflict management and communication style.
- develop a negotiated approach to solution-oriented improvements whenever conflict occurs.
- help your team address and overcome conflict and foster relationships within your team.
- develop an empathetic communication style within your team.
- increase the motivation, communication, and performance of your team.
- increase cultural awareness and skills required to work in and with international teams.
- become more sensitive to value system, cultural and traditional differences.
- improve your ability to recognize potential conflict before it arises.

## Methods

This seminar follows a very experience-based and practical approach. Trainer input, discussions, pair- and groupwork, simulation Exercises, 2-party negotiation, role-plays, including videorecording of participants' performance and analysis, self-reflection.

This seminar requires interactive participation from the participants.

## Who should attend

Group and/or team leaders and managers, project owners, executives or team members working with/in international teams that use English as their means of communication. You are interested in getting practical advice on how to resolve conflict effectively.

## Open Badges - Show what you can do digitally too.

Open Badges are recognised, digital certificates of participation. These verifiable credentials are the current standard for integration in career networks such as LinkedIn.

With them, you digitally demonstrate the competences you possess.

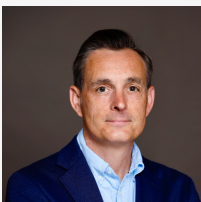
After successful completion, you will receive an Open Badge from us.

Read more:

<https://www.haufe-akademie.de/seminare-lehrgaenge/trending-topics/open-badges>

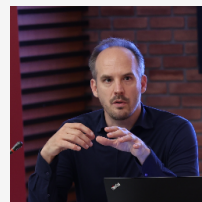


## Instructor



### Neil Benfield

I work as a trainer and coach with over 20 years of experience as a trainer, lecturer, and corporate professional in international environments. My work focuses on communication, leadership development, negotiation, and conflict management, with a strong emphasis on clarity, structure, and practical application. I am known for highly interactive, practice-oriented trainings that enable direct transfer to the



### Frans Schram

"Als Trainer und Coach ist es mein Hauptziel, das beste Potenzial aus den Menschen herauszuholen und ihnen die Werkzeuge, die Inspiration und das Selbstvertrauen zu geben, um als Verhandler\*in effektiver zu werden! Zu diesem Zweck verwende ich einen praxisorientierten und hochgradig interaktiven Trainingsstil, der auch durch eine gute Dosis Humor ergänzt wird."

workplace, particularly in English-language and online working contexts.

## Training details

### Training in English | Präsenz

2 days  
Limited number of participants

### Dates & locations

**07.-08.09.2026**

Hamburg

**Venue**

Mövenpick Hotel Hamburg

**Days & Times**

Monday, 07.09.2026

9:30 am - 5:30 pm

Tuesday, 08.09.2026

9:00 am - 4:30 pm

**10.-11.12.2026**

München

**Venue**

Holiday Inn Unterhaching

**Days & Times**

Thursday, 10.12.2026

9:30 am - 5:30 pm

Friday, 11.12.2026

9:00 am - 4:30 pm

**22.-23.02.2027**

Berlin

**Venue**

NH Berlin Alexanderplatz

**Days & Times**

Monday, 22.02.2027

9:30 am - 5:30 pm

Tuesday, 23.02.2027

9:00 am - 4:30 pm

Current dates and further information can be found at [www.haufe-akademie.de/7337](http://www.haufe-akademie.de/7337)

### Participation fee

€ 1.540,- excl. VAT

€ 1.832,60 incl. VAT

The stated participation fee includes a group lunch per full seminar day, refreshments during breaks and extensive course handouts. The participant must settle accommodation costs directly with the hotel. Regarding the booking of the hotel, you will find a reservation form in your online learning platform.

## Your registration options

Online: [www.haufe-akademie.de/7337](http://www.haufe-akademie.de/7337)

E-mail: [anmelden@haufe-akademie.de](mailto:anmelden@haufe-akademie.de)

Book your training course quickly and easily online. Please be sure to enter the name of the participant and the full billing address with telephone number and e-mail address.

In our Questions & Answers (FAQ) section you will find all the answers to the most frequently asked questions about our training courses:

<https://www.haufe-akademie.de/faqs>

You can also find our detailed conditions of participation on the Internet under [www.haufe-akademie.de/agb](http://www.haufe-akademie.de/agb) or in the overall program.

You can find the complete data protection regulations at [www.haufe-akademie.de/datenschutz](http://www.haufe-akademie.de/datenschutz).

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