

## Overview of the workshop programme

# Conflict management in academia

## From a clash to a culture of conflict

Westfälische Wilhelms-Universität Münster, Collaborative Research Centre “Molecular Cardiovascular Imaging”

9 February 2016 [9.00 – 17.00]

Target group: Female scientists

Trainer: Julia Hookway, GOLIN WISSENSCHAFTSMANAGEMENT, Hamburg

Conflicts are unavoidable in the normal course of the working life, in academia as well as outside. Whether it is about subject specific differences, competition amongst colleagues or disagreements with the supervisor or boss – there are plenty of potentially explosive situations. But it does not have to come to a detonation which damages the atmosphere in the long run!

It is not difficult to deal with conflicts in a constructive manner and to solve them before they grow into a substantial problem. If conflict is neither ignored nor allowed to escalate into a personal power struggle and the own as well as the others’ motives are reflected upon, one can act consciously instead of only reacting emotionally. This way there is a chance of finding a solution with which all parties are satisfied.

This workshop conveys fundamental knowledge about dealing with conflict and trains the powers of observations as well as negotiation skills. The participants learn to better judge the impact of their behaviour and to develop strategies for solving conflicts. The workshop focus is:

- >> Basics of conflict management:  
Subject and interpersonal levels in conflict situations
- >> Give way and stop signs:  
Offering leeway, setting boundaries
- >> Bad weather warning:  
Recognising conflict causes and signals in time
- >> An eye for an eye until the bitter end?  
Win-win solutions as an alternative
- >> Looking in from the outside:  
Mediation as a tool for solving conflicts
- >> Typical woman!?  
Gender specific strengths and strategies
- >> Conflict management:  
My next steps

Julia Hookway, Hamburg, works as a freelance conflict manager and workplace mediator in England and Germany. She studied in London, has a diploma in social work, a BA [Hons] in social work studies and is a qualified mediator. For over 20 years she has worked within the health and social care sector in England, where she was in charge of recruitment and leadership of personnel. As a conflict manager she specialises in resolving deep-rooted workplace conflict within multi-disciplinary and multicultural environments, providing expert advice and successful long-term conflict resolution strategies.