

Live-Online-Training: Mediative Communication in Multicultural Teams

How to cope with conflicts in a virtual environment professionally

In every team there are points of friction and conflicts! In multicultural teams, conflicts often arise due to linguistic or cultural misunderstandings. Experiencing conflict ranges from the hardening of viewpoints to a tunnel vision formed by feelings of anger, fear or paralysis. How can conflicts be recognized and resolved at an early stage, even in a virtual working environment?

We need access to helpful resources and awareness skills such as empathy, change of perspective and a prudent search for solutions.

Your Benefit

In this training you will learn how to coach and moderate an effective conflict process in teams, especially in multicultural and remote environments.

You will explore and change your patterns of consciousness and behaviour in conflicts. You will find other ways of self-control in communication with ourselves and with others.

Contents

- Understanding how conflict dynamics develop between people
- Specific methods of mediative communication
- Self-coaching methods in conflicts
- Getting to know internal and external conflict behaviour patterns
- Getting in touch with your own conscious and unconscious feelings and needs
- Basic mindfulness exercises for communication and conflict management

Target group

Executives, team leaders, team members of multicultural teams

Methods

Our Live-Online-Trainings are designed for, and rely on, active participation to ensure a quality learning experience. Group discussions and debate, problem-solving in small groups or pairs, role-playing and assessments are just a few examples of the used methods in this course.

Format

- Live online training: 2 days
- Time: 9 a.m. to 5 p.m.

You also have access to accompanying documents such as photo log, hand-out, feedback sheet etc. via our ime learning environment.

Technical information

To participate in the training on your PC or notebook, you need a stable internet connection, an up-to-date browser, a camera and a microphone; a headset is ideal.

We do not recommend participation with a smartphone or tablet.

To ensure that you can concentrate fully on the training from the start, we strongly recommend that you take part in the technical check. Should any difficulties arise, e.g. with sound and/or image, they can be checked and fixed before the training.

Training No. **EN08**

All current dates and prices can be found here: [Live-Online-Training: Mediative Communication in Multicultural Teams](#)