



European Academy  
of Innovation

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## Conflict Management

### Preliminary Training plan

#### Day 1 - Introduction to Conflict Management

09:00 – 10:30	<ul style="list-style-type: none"> <li>- Presentation of the trainer and participants</li> <li>- Expectations</li> <li>- Presentation of the training program</li> <li>- Administrative aspects</li> </ul>
10:30-10:45	Coffee Break
10:45-12:00	<ul style="list-style-type: none"> <li>- Presentation of the universities of the participants</li> </ul>
12:00-13:00	Lunch Break
13:00-15:00	<ul style="list-style-type: none"> <li>- Defining conflict</li> <li>- What is conflict management?</li> <li>- Conflict management theories</li> </ul>

\* Afternoon recommendation: Visiting the Fabric District, one of the oldest industrial districts in Europe // Visiting the Village Museum

#### Day 2 – Types of Conflict

09:00 – 10:30	<ul style="list-style-type: none"> <li>- Conflict within you: Intrapersonal conflict:</li> <li>- Why do we get into conflicts: basics of stress</li> <li>- Conflict Management seen as problem solving</li> </ul>
10:30-10:45	International Coffee Break
10:45-12:15	<ul style="list-style-type: none"> <li>- Conflict Management as a Mind over Matter/ Cognitive problem</li> <li>- The 4A Model to Conflict Management: Change the Situation or your Reaction?</li> </ul>
12:15-13:00	Lunch Break
13:00-15:00	<ul style="list-style-type: none"> <li>- Interpersonal conflict- Intragroup conflict- Intergroup conflict</li> <li>- Games People Play, Karpman's Drama triangle</li> <li>- Intergroup conflict: Challenge: Dracula has risen from the grave</li> </ul>

\* Evening recommendation: Jazz Concert @ The Arts Museum, 7 PM, Ticket: 20 lei // Movie night @ Iulius Town



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### Day 3 – Cultural Immersion Day

*First 10.000 steps*

10.00 – Meet & Greet your guide  
10.00 – 12.45 Walking City Tour #1 (700 Market, Jewish Quarter, Liberty Square, St. George Square, Union Square)  
12.45 – 13.45 **Museum of The Revolution**

*14.00 – 15.30 Lunch at the Bastion*

*Next 5.000 steps*

15.30 – 17.10 **Arts Museum**  
17.10 – 18.20 Walking City Tour #2 (Victory Square, the Metropolitan Cathedral, St. Mary Square)  
18.20 – 18.50 **Communist Consumer Museum**  
18.50 – 19.00 – Tram ride to Liberty Square

*19.00 - Dinner*

### Day 4 – Coaching people through stressful periods

09:00 – 10:30	<ul style="list-style-type: none"><li>- The role of Mediators in workplace conflict</li><li>- Team coaching</li></ul>
10:30-10:45	Break
10:45-12:00	<ul style="list-style-type: none"><li>- Counterproductive Work Behaviors</li><li>- Ethics</li><li>- Procrastination</li></ul>
12:00-13:00	Lunch Break
13:00-15:00	<ul style="list-style-type: none"><li>- Stress &amp; Anger Management</li></ul>

\* Traditional Romanian Dinner @ Miorita Restaurant from 7 pm

### Day 5 – Way forward

09:00 – 10:30	<ul style="list-style-type: none"><li>- Managing difficult people</li><li>- Assertiveness</li></ul>
10:30-10:45	Break
10:45-12:00	<ul style="list-style-type: none"><li>- Changing perspectives</li></ul>
12:00-13:00	Lunch Break
13:00-15:00	<ul style="list-style-type: none"><li>- Action plan</li><li>- Feedback session</li></ul>

\* Evening recommendation: Ballet (Graduation ceremony of the pupils from the Arts Highschool) @ Romanian National Opera of Timisoara (Strada Marasesti, nr. 2), 7.00 PM // Gin Tonic & Minimale w/ Chiodan, Nistor, Kevinyl @ D'Arc, 9 PM.



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**Dinners** except from the one on **Wednesday** night will be @ **Jack's Bistro** at 7 p.m.



**Don't miss:**

- the Museum of the Communist Consumer
- the Arts Museum
- the Village Museum
- a Spa day
- Kayaking on Bega river
- Visiting Recas Winery
- Gelato di Bruno ice cream
- Iulius Town
- Opera night

**The training plan is subject to change based on the needs and expectations of the participants.**

**The social activities recommended for each day are optional and will be updated one week before the start of the training.**