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# **Conflict Management**

Preliminary Training plan

## **Day 1 - Introduction to Conflict Management**

09:00 - 10:30	- Presentation of the trainer and participants
	- Expectations
	- Presentation of the training program
	- Administrative aspects
10:30-10:45	Coffee Break
10:45-12:00	- Presentation of the universities of the participants
12:00-13:00	Lunch Break
13:00-15:00	- Defining conflict
	- What is conflict management?
	- Conflict management theories

<sup>\*</sup> 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	- Conflict within you: Intrapersonal conflict:
	- Why do we get into conflicts: basics of stress
	- Conflict Management seen as problem solving
10:30-10:45	International Coffee Break
10:45-12:15	- Conflict Management as a Mind over Matter/ Cognitive problem
	- The 4A Model to Conflict Management: Change the Situation or
	your Reaction?
12:15-13:00	Lunch Break
13:00-15:00	- Interpersonal conflict- Intragroup conflict- Intergroup conflict
	- Games People Play, Karpman's Drama triangle
	- Intergroup conflict: Challenge: Dracula has risen from the grave

<sup>\*</sup> 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** 

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

14.00 – 15.30 Lunch at the Bastion

### Day 4 – Coaching people through stressful periods

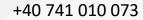
	09:00 – 10:30	- The role of Mediators in workplace conflict
		- Team coaching
	10:30-10:45	Break
Ī	10:45-12:00	- Counterproductive Work Behaviors
		- Ethics
		- Procrastination
	12:00-13:00	Lunch Break
Ī	13:00-15:00	- Stress & Anger Management
-		- Procrastination Lunch Break

<sup>\*</sup> Folk Concert @ Vaporul

#### Day 5 - Way forward

09:00 - 10:30	- Managing difficult people
	- Assertiveness
10:30-10:45	Break
10:45-12:00	- Changing perspectives
12:00-13:00	Lunch Break
13:00-15:00	- Action plan
	- Feedback session

<sup>\*</sup> Evening recommendation: Ballet (Graduation ceremony of the pupis 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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#### Don't miss:

- the Museum of the Comunist 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.