



European Academy  
of Innovation

+40 721 305 948

[hello@erasmus-training.eu](mailto:hello@erasmus-training.eu)

[www.erasmus-training.eu](http://www.erasmus-training.eu)

## Conflict Management

### Training plan

#### Day 1 – Introduction to Conflict Management

09:00 – 10:30	<ul style="list-style-type: none"><li>- Presentation of the trainer</li><li>- Presentation of the participants</li><li>- Expectations</li><li>- Presentation of the training program</li><li>- Administrative aspects</li></ul>
10:30-10:45	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 City Tour

#### Day 2 – Types of Conflict

09:00 – 10:30	<ul style="list-style-type: none"><li>- Intrapersonal conflict</li><li>- Interpersonal conflict</li></ul>
10:30-10:45	Break
10:45-12:00	<ul style="list-style-type: none"><li>- Intragroup conflict</li><li>- Intergroup conflict</li></ul>
12:00-13:00	International Lunch
13:00-15:00	<ul style="list-style-type: none"><li>- Sources of conflict</li></ul>

\* Opera night



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### Day 3 – Dealing with Conflict

09:00 – 10:30	- The Drama Triangle - The Winners triangle
10:30-10:45	Break
10:45-12:00	- Causes of conflict - Preventing conflict
12:00-13:00	Lunch Break
13:00-15:00	- Introduction to Process Communication Model (PCM) + Contact doors

\* Jazz Concert (Location: 700 Brewery)

### Day 4 – Third party and more

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

\* Traditional Romanian dinner (Location: Miorita Restaurant)

### Day 5 – Way forward

09:00 – 10:30	- Managing difficult people - Assertiveness
10:30-10:45	Break
10:45-12:00	- Turning arguments into discussions - Defusing blame
12:00-13:00	Lunch Break
13:00-15:00	- Creating win-win - Feedback session

\*Double trouble with Sedee (Location: UndertheIvy)



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



**Don't miss:**

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