

# CONFLICT MANAGEMENT AND PREVENTING CYBER-PHYSICAL-EMOTIONAL BULLYING

## INTRODUCTION

Conflict management is the activity undertaken by managers to resolve conflicts in an optimal way. It is also the skills used to manage conflict and it is a skill, which requires time and practice. Conflict management can be defined as a process where conflict leads to decisions that are beneficial for all involved parties, despite opposing interests. There are six steps in this process: diagnosing the problem; generating alternatives; choosing an alternative; planning action; implementing the solution and assessing results.

Many consider conflict management an important managerial tool because it enables managers to make quick decisions under conditions of uncertainty.

In short, conflict management is a process in which managers use a set of skills to manage conflicts.

### Styles of Conflict Management

There are three primary styles: compromising, collaborating, and competing. These three primary styles can be broken down into more specific approaches.

- **Compromising**

The 'compromising' style is commonly used by many managers when making decisions. This style involves trying to meet halfway between two extremes of a given situation. Compromise becomes important because it allows for both sides to find some common ground on which they agree on their goals or on the solution to resolve the problem.

This approach has been known to have its disadvantages too, though. While it does produce results, these results may not necessarily be optimal. It also requires quite a bit of time to make this approach effective.

- **Collaborating**

The 'collaborating' style of conflict management is more commonly used by managers with high levels of maturity. This style consists of working together toward problem-solving instead of aggressively trying to meet individual goals.

There are some advantages and disadvantages to the collaborating approach too. One advantage is that, because managers are focusing on working together rather than competing, it often makes for an efficient process.

On the other hand, there can be problems if both parties do not trust each other or have differences in their opinions about how things should be done. The collaborating approach does require less direct confrontation among conflicting parties, so it may cause opposing parties to become complacent or feel as if they are being taken advantage of.

- **Competing**

The 'competing' style focuses on stressing the differences between parties involved in a conflict. This approach, typically used by managers with lower levels of maturity, involves winning or doing better than others. It requires constant attention to what is going on between conflicting parties, making it a somewhat inefficient technique.

# CONTENT

## Day 1

- Conflict management theory
- Negotiation and conflict management techniques
- Team working in a multicultural environment
- Effective Communication Skills for Conflict Management

## Day 2

- Interpersonal Communication
- Influencing Others
- Personal Strength
- Integrating knowledge and skills for conflict management and bullying prevention
- What is bullying? What are the differences between bullying and bad behaviours?
- Types of Bullying- Cyber, Physical and Emotional Bullying

## Day 3

- Learn much more about the scientific reasons of bullying.
- What about your students? Are they in denial? How bullying makes them feel?
- How to create an empathic atmosphere at school?

## Day 4

- Technics, strategies and pedagogical approaches for overcoming bullying.
- Praise and Reward Technics
- Technics, strategies and pedagogical approaches for overcoming cyberbullying.
- Are you bullying someone? A Quiz.

## Day 5

- How to stop bullying others? Practical technics, strategies and pedagogical approaches to stop.
- Practical group work and exercises
- Promoting a better climate in the school

## Day 6

- Promoting a positive use of the web
- Become a positive “digital-community”
- Validation of learning outcomes and certification ceremony

# OUTCOMES

- The participants will be able to help their students:
- Learn how to Get help and Tell someone.
- Learn how to Ignore bullies , Avoid them and Make other friends.
- Use assertive body language and Control yourself.
- Be prepared with something to say.
- Believe in yourself, no matter what they say or do.
- Change your situation, Change how you think about it.
- Confront them, Distract yourself, Use your invisible shield.

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