

# Managing Conflicts in International Cooperation



**Dates** 27–29 June 2012

Conflicts are addressed and solved in very different ways across cultures. Professionals in the field of International Cooperation need to have the necessary knowledge of these differences and the skills to navigate them creatively.

## **Objectives**

- Deepen one's awareness of mutual interactions between culture and conflict
- Discover a range of cultural approaches to addressing conflict
- Explore theories and tools to help address conflicts in multicultural settings in creative and culturally appropriate ways
- Learn imaginative and innovative tools for transforming cultural disputes

## **Target group**

- Persons working in the field of International Cooperation and their accompanying partners who are preparing to depart overseas, are working abroad, or have returned to Switzerland
- Persons working at headquarters
- Consultants in International Cooperation

## **Content**

- Definitions of key terms, including culture, conflict, intercultural conflict and cultural fluency
- Understanding and navigating cultural differences potentially leading to conflict in organisations in the field of International Cooperation
- Nature and dynamics of creativity in conflict situations
- Conflict style explorations
- Practical tools for assessing and managing a range of intercultural conflicts in International Cooperation

## **Methodology**

Theoretical inputs, personal and group work, case studies and lived situations

**Language** English

**Facilitation** Dr. Michelle LeBaron, Professor of Law and Director, UBC Programme on Dispute Resolution (Canada);  
Véronique Schoeffel, *cinfo*