

LBG Career Center

Syllabus

Event Skills Training “Conflict Management & Negotiation”

Speaker Mag. Johannes Tichy

PM Simone Fürst, MA & Elisabeth Sonntag, MA

Time October 24, 2023, 9:00 AM - 5:00 PM

Place LOFFICE, Schottenfeldgasse 85, 1070 Vienna

Language English

Agenda

Tuesday, October 24, 2023

| WHEN | WHAT | HOW |
|---------------|---|---|
| 09:00 - 10:30 | Session 1: Conflict Management <ul style="list-style-type: none"> - Types of conflict and levels of escalation - Conflict analysis and dynamics - Effect and impact of different styles of conflicts | Input Discussion Work in small groups Simulation |
| 10:30 - 10:45 | Break | |
| 10:45 - 12:30 | <ul style="list-style-type: none"> - Reflection of personal conflict behavior - Establish conflict resolution strategies - Practice different communication and conflict resolution tools | Input Discussion Work in small groups Simulation |
| 12:30 – 13:30 | Lunch Break | |
| 13:30 – 15:00 | <ul style="list-style-type: none"> - 4 ingredients to solve a conflict - Tools for de-escalation in dispute conversations | Input Discussion Work in small groups Simulation |
| 15:00 – 15:20 | Break | |
| 15:20 – 17:00 | Session 2: Negotiation <ul style="list-style-type: none"> - 3 sides of negotiation - 4 Harvard principles of negotiation - 8 elements of a negotiation | Input Discussion Work in small groups Simulation |

16 participants

Speaker

Mag. Johannes Tichy

Mediator, Unternehmensberater und Trainer

Core competencies: Mediation, Conflict Management, Negotiation

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Profile (extract)

- Since 2020 Steinwender & Partner Business Mediation
- Since 2019 5P Consulting, Partner, Senior Consultant, Mediator
- Since 2016 Solcor GmbH, Mediator & Negotiation Consulting
- 2011 - 2016 MAM Babyartikel, Marketing & Sales Manager Austria
- 2008 - 2011 Österreichische Lotterien, Product Management
- ISO-certified Trainer
- Certified / academic Mediator
- Negotiation Facilitator
- Graduate Certificate of Marketing
- Degree in International Business Administration

