

PRBB Intervals Descripción del curso

Training name: Mediation: how to deal with conflicts in scientific teams

Dates: June 3rd and 12th

Language: English

Trainers and brief summary of their most relevant qualifications and experience

Davide Nuzzolo is a non-violent communication trainer and conflict facilitator with over 12 years of experience in international and multicultural corporate environments. He supports teams and leadership to excel in their interactions and achieve their goals. For several years he has been collaborating with CMBMediala bringing mediation and non-violent communication to organizations.

Course Description (Why is this training relevant for the PRBB community?)

Mediation is a valuable and effective process for addressing conflicts in a variety of areas, from community settings to professional contexts, and its importance lies in its ability to transform negative confrontations into constructive opportunities for resolution. Rather than resorting to adversarial methods, mediation relies on collaboration and effective communication to reach mutually satisfactory agreements.

At the core of mediation is the idea that by facilitating a structured and guided dialogue between conflicting parties, underlying interests, needs and concerns can be identified, paving the way for creative and lasting solutions. This approach not only resolves disputes more efficiently, but also preserves interpersonal relationships and fosters a climate of understanding and cooperation.

Through this course you will be able to develop the innate skills you have for managing conflicts, relying on the technique of mediation. This will allow you to understand why conflicts escalate and know what to do to prevent this from happening.

Training goals – General

- Explore how mediation can help you manage tense situations that may arise in teams.
- Learn a new way of communicating to improve the internal climate of the company/team and incorporate a culture of dialogue in it.
- Develop the *innate natural mediator* within us.

Specific learning goals - What new i) knowledge, ii) skills and iii) attitudes will participants acquire?

- Knowledge:
 - Understand what mediation is
 - Understand why conflicts occur
- Skills:
 - Know how to deal with conflict situations
 - Use language to de-escalate conflicts and contribute to team peace
- Attitudes:

- The importance of acting early in tense situations
- Learn to ask your managers and/or HR for help in tense situations
- Be aware of the attitudes that ignite conflicts and make them worse

Training Program (Outline of the topics covered in the training)

Day 1 - Mediation and Nonviolent Communication

Fundamentals of NVC

- Introduction to Nonviolent Communication (NVC)
- Key components of NVC
- Practice: Identifying the components in communication examples

Conflict Resolution and Effective Communication

Day 2 - The Art of Mediating Conflicts Mediation as a conflict resolution process

- Characteristics. Advantages. Mediatable and non-mediatable cases.
- The importance of space. Process.
- Communication tools: Active listening. Paraphrasing.
- Questions. Classification. Reality agent technique.
- The role of the mediator and neutrality.
- The leader as the natural mediator. What conflicts need to be resolved?
- What to do in case of escalated conflict. Expert mediation.

Target Group within PRBB for the training (Senior scientists, pre-docs, post-docs, management or administrative staff, the entire PRBB community)

The entire PRBB community

Number of Participants (maximum)

12 participants

Total training hours (Please specify: hours of class with instructor and hours of personal study)

Note: Only the hours of class with the instructor will be included in the course certificate

Class hours (in-person): 8h

Personal study hours: --

Total course hours: 8h

Course Distribution (hours/days)

2 sessions of 4 hours

Learning Methodology

Through practical cases and role-playing, we work with situations that are currently alive in the teams.

Preparation before the course and/or between sessions?

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Materials participants need to bring to the course (laptops, etc.)

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Readings/Audio-visualls/websites or other relevant materials for the course

A training will be provided to practice NVC.