

# CONFLICT MANAGEMENT WORKSHOP FOR PROFESSIONALS

**HERBERHOLZ**

**MEDIATION SERVICES**

(English – German – French)

# THE POWER OF CONFLICT MANAGEMENT

Effective communication is paramount when navigating difficult conversations in the workplace.

Disagreements in the workplace have become increasingly intertwined with critical factors such as employee retention, productivity, and overall well-being. If left unaddressed, disagreements can escalate into conflicts, resulting in heightened stress levels, resistance, and dysfunctional interactions.

Individual responses to conflict are many and complex. Our experience shows, that many professionals tend to shy away from confrontation, perceiving it as risky, uncomfortable, and potentially damaging to relationships. Additionally, a notable gap exists in the training, support, and resources provided to executives and managers for effectively managing conflicts with confidence.

Through our workshop on conflict management organisations can empower their workforce to navigate difficult situations successfully by:

- Fostering successful communication strategies that encourage openness and understanding.
- Implementing proactive measures to prevent conflicts from escalating into larger issues.
- Developing sustainable approaches to resolving conflicts, fostering a healthier work environment.
- Enhancing employee well-being by addressing underlying sources of tension and stress.
- Facilitating smooth project execution by minimizing potential disruptions caused by conflicts.



# THE POWER OF CONFLICT MANAGEMENT

1 of 3 employees has some form of conflict at the workplace each year. 6 of 10 of them will suffer stress and anxiety as a direct result.

70% of interpersonal conflicts negatively impact the efficiency of their department. \*

40% state they have already left a company due to interpersonal conflicts. \*

Absence due to anxiety and bullying costs European companies over 30 Billion Euros. \*\*

25 - 40% of manager's working time is spent on dealing with conflicts. \*\*

Studies: John Wiley & Sons, Inc. 2018 \* / KPMG 2015 \*\*

# TESTIMONIALS

“I have had the pleasure of co-mediating with Angela and I found her to be a mediator of great skill and intuition. She connects with people with sensitivity, warmth, humour and and exceptional active listening skills, giving people a safe place to reflect, then reconnect, and so allowing new paths and possibilities to emerge. I also found her very ethically driven, committed to reflective practice and CPD; highly thorough and professional. I would not hesitate to recommend her to any individual, manager or organisation needing support in finding a constructive path through conflict.” **ELAINE HEPBURN, Head of Informal Dispute Resolution, CMP**

“Working with Angela has always been a great pleasure. Her positivism, her enthusiasm and her love for our wonderful industry was outstanding. Angela knew the business inside-out and she was always happy to contribute to different groups. Her communication skills are amazing. When I think of mediation, I cannot think of a better person to be successful in that business.” **JOCHEN WITT, President & CEO, jwc GmbH**

“I never comprehended the power and value of an external mediator until I worked with Angela. Her professionalism, her ability to build trust and her capacity to deal with the situation in a calm and professional manner really ensures parties get the right outcome from this process. Not only did we resolve an immediate dispute within our business but she also laid the foundation for improved communication and collaboration moving forward. Angela is also an absolute delight to work with and I would highly recommend her work.” **DAMION ANGUS, Group Managing Director, Montgomery Group**



# WORKSHOP FOCUS

## Why engaging HERBERHOLZ MEDIATION SERVICES?

We provide a comprehensive and hands-on workshop highlighting the role of effective conflict management.

Throughout the two days, participants will practice how to identify the root causes of conflicts, develop **effective communication** strategies, and apply proven **conflict resolution techniques**.

This workshop covers a range of topics, including the principles of mediation, **conflict resolution strategies**, and the **role of emotions in conflict**. Additionally, participants will experience how to **navigate challenging situations** such as dealing with **difficult personalities** and **addressing power imbalances**.

By the end of this workshop, professionals will be equipped with the skills and confidence necessary to **manage conflicts effectively and create a positive and productive work environment**. Whether you are manager, show director, HR expert or team leader, this training course is suitable for professionals ready to develop solid conflict management skills and improve their leadership.

**We support participants to enhance conflict management skills** to better serve their teams.

# WORKSHOP AUDIENCE

## Who can benefit?

This training is suitable for professionals who face challenging at work with the need to address conflicts constructively.

**Executives and Managers:** This training is ideal for executives and managers who are responsible for overseeing teams and ensuring smooth operations within their organizations. As leaders in their fields, they can benefit from learning effective mediation skills that can be used to prevent or manage conflicts within their teams and with other stakeholders.

**HR Managers and Partners:** Human Resource managers and partners are often tasked with managing conflicts in the workplace. This training can help them enhance their dispute resolution skills and provide them with the tools to handle conflicts in a professional and productive manner.

**Team Leaders:** Team leaders play a critical role in managing their teams' dynamics and productivity. By attending this training, they can develop mediation skills that can be used to resolve conflicts among team members, boost morale, and enhance team performance.

Overall, anyone who wants to develop the skills to engage in workplace conflicts effectively and promote a positive and productive work environment in the exhibition industry can benefit from attending this training.



# TRAINING

## TRAINING LANGUAGES: ENGLISH / GERMAN / FRENCH

### UNDERSTANDING CONFLICT

- Understanding the causes and consequences of conflict is essential to create a safe workplace and maximize productivity.

### UNDERSTANDING CONFLICT

- Self-reflection is key to developing effective conflict management skills, and this workshop will help participants identify their own views on conflict and learn how to leverage them for positive outcomes.

### PRINCIPLES OF MEDIATION

- Mediation is a powerful tool for resolving conflicts, and understanding its principles and processes will help participants handle disputes in an effective manner.

### PRINCIPLES OF MEDIATION

- Mediation is a powerful tool for resolving conflicts, and understanding its principles and processes will help participants handle disputes in an effective manner.

### APPLY SKILLS

- Hands-on practice is the best way to master conflict management skills, and this workshop will provide participants with an opportunity to practice different skills in a supportive environment.

### LEAD AS CONFLICT MANAGER

- Enter “your” next conflict. This role-playing exercises helps participants develop their conflict resolution skills and gain confidence in their ability to handle workplace disputes effectively.

### NAVIGATING CHALLENGING SITUATIONS

- Mediation is a powerful tool for resolving conflicts, and understanding its principles and processes will help participants handle disputes in an effective manner.

### CONFLICT WITH CLIENTS

- The workshop will provide participants with the opportunity to practice conflict management skills with scenarios focusing on challenging situations with clients.

### INFORMAL CONFLICT MANAGEMENT

- Informal conflict management systems are an effective way to address conflicts before they escalate, and this workshop will provide participants with practical tips on how to use them in their day to day.

### INSTANT IMPLEMENTATION

- The workshop will give participants the opportunity to share their experiences and receive feedback from their peers on how to apply the conflict management techniques



The length of the training and format can be personalized based on the participant's needs.

The Training can be delivered in-person and online.

# WORKSHOP VALUES

**Authenticity:** Methods which follow our client's work culture.

**Diversity:** Acknowledge individual strength.

**Equality:** Inclusive environment that embraces people's differences.

**Respect:** Empowerment that fosters mutual respect.

**Confidentiality:** Safe space for constructive and open communication.





# ABOUT THE TRAINER

Hello, I'm Angela Herberholz, the Founder of HERBERHOLZ MEDIATION SERVICES. At our core, we are dedicated to making a meaningful impact on individuals and organizations by equipping them with the tools to effectively manage conflicts and mitigate disputes before they escalate.

HERBERHOLZ MEDIATION SERVICES specializes in resolving workplace disputes and nurturing healthy relationships. With over 15 years of experience in both the business events industry and the legal sector, I've honed my expertise in conflict resolution to create a service that seamlessly integrates proven methods with practical experience.

Throughout my career, I've had the privilege of working in multicultural environments spanning various company sizes, from small and medium enterprises to global organizations and NGOs. These experiences have underscored the importance of effective conflict management and highlighted the need for increased awareness of informal dispute resolution practices.

Before transitioning to professional mediation, I held roles at prestigious organizations such as UFI, The Global Association of the Exhibition Industry, ICC, the International Chamber of Commerce, and fairtrade Messe. This background has equipped me with a deep understanding of the complexities of the business landscape and the unique challenges faced by professionals in different sectors.

My proficiency in online dispute resolution and remote project execution allows me to serve clients worldwide, bridging geographical gaps and ensuring seamless collaboration regardless of location.

At HERBERHOLZ MEDIATION SERVICES, we are passionate about transforming conflicts into opportunities for growth and fostering environments where individuals and organizations can thrive.



# HERBERHOLZ MEDIATION SERVICES

## CLIENTS - PARTNERS - EXPERIENCE



# EVERY CONNECTION BEGINS WITH A CONVERSATION

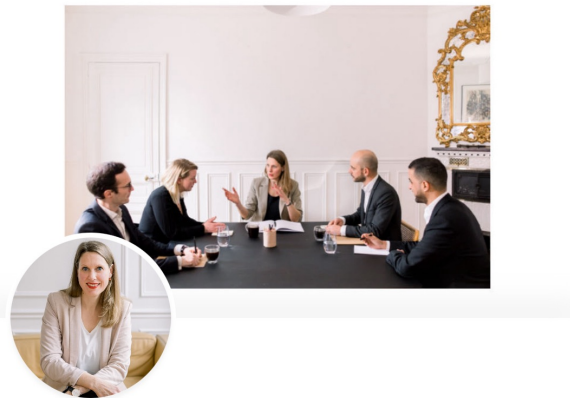
## HERBERHOLZ MEDIATION SERVICES

Paris (France)

+33 (0) 6 17 13 95 95

[angela@herberholzmediation.com](mailto:angela@herberholzmediation.com)

[www.herberholzmediation.com](http://www.herberholzmediation.com)



**Angela Herberholz**

