



The European Confederation of Language Centres in Higher Education

invites you to the training programme



Leadership Skills for HE Language Centre Managers

Work on your leadership skills!

The **Conflict Management and Leadership Workshop** deals with the importance of conflict analysis and conflict management skills for leaders.



LEARNING OUTCOMES

At the end of the programme, participants will be able to:

- reflect on their own conflict biography
- identify different types of conflicts
- apply conflict analysis tools
- plan appropriate interventions in conflicts
- apply basic rules of conflict management

STRUCTURE AND WORKLOAD

Sessions on Zoom: 6 hours

02.12.2022 09:00-12:00 CET & 14:00-17:00 CET

Certification and feedback:

19.12.2022 17:00-18:00 CET

Final tasks: **6 hours**

Presentation of final task and peer feedback: **1 hour**

Expert feedback: **1 hour**

Total hours for Leadership Training: Communication Workshop: 14 hours

FEES € 220

€ 190 (CercleS members staff)

A CercleS Certificate will be issued upon successful completion.

YOUR TRAINERS – SKILLED, DIVERSE, EXPERIENCED AND HIGHLY COMMITTED

Sabina Schaffner (CH) & Libor Štěpánek (CZ)