

FACILITATORS

Syrene Hägelmark

Syrene is a BC-certified trainer who has worked with various forms of process management and diversity issues since 1996, including as one of five national leadership trainers for the MOD (Diversity and Dialogue) - Adult Learning Program of Sensus/Sweden. Syrene has extensive experience both from the entrepreneurs, organizations, businesses and municipalities. Diversity and organizational development, educational leadership and group processes are her specialties.



Patrick Gruzckun

Patrick is a BC-certified trainer who is also president of the Center for Conflict transformation (Go:teborg, Sweden) and runs the education company comomo. He has many years of practical experience from conflict management in Sweden and Sudan. Patrick specializes in conflict management, personal development and experiential learning.



A training in negotiation techniques, conflict management & self-awareness

Regardless of how you live your life conflicts will be a regular feature. You can not determine how others will handle these conflicts.

You can, however, reflect upon, develop and improve your own ability to manage conflicts.



Beyond Conflict deals with how we use the energy, created when disagreements arise, for constructive ends. We focus on how to transform negative and inefficient opposition to creative processes, where we focus on mutual gains, long-term solutions and trustful co-operation.

Program content



CONFLICT MANAGEMENT

The training gives you:

- Practical tools you can use instantly
- Help to become your own best tool in conflicts



NEGOTIATION TECHNIQUES

The training teaches:

- Interest-based negotiation, through theory and negotiation exercises
- Strategies for successful negotiation



SELF-AWARENESS

The training helps you develop:

- Increased self-awareness through exercises and discussions about your own attitudes, behavior and its consequences
- Practical methods to increase your capacity for self-reflection.

Beyond Conflict

The program was developed by Ron Luyet and Jim Tamm and is based on a unique combination of hard and soft methods. The hard part is based on interest-based problem solving. The method is the well known Harvard method that has been published in book form under the title *Getting to Yes*. The soft part builds on the FIRO-based development program *The Human Element*®, developed by American psychologist William Schutz.

The course includes three days of training. We start with the basics of the two methods and then build step by step, of understanding and skills.

Education forms used in the training are:

- Practical cases and simulations
- Mini-lectures
- Self-assessment tools and
- Discussions in smaller and large groups.

Beyond Conflict is an excellent choice for an internal training and it has improved the efficiency of working groups all over the world. We recommend the target group to be mid- to high level executives and a group size ranging from 12-20 participants.

Said about the training

A very relaxed way to evolve individually (John Norrfjärd, Christian Council Sweden).

I have made experiences and gained insights for the rest of my life, I have grown and without you this would not have been possible (Teresa Moderatho, Swedish Television).