

## INTRODUCTORY TRAINING

# Dialogue in Conflict

Dialogue is a way of communicating which aims to deepen and challenge our understanding of ourselves and our relation to “the other”, rather than trying to convince or win with arguments and facts. As dialogue creates space for people’s personal thoughts, emotions, experiences, and world views – it enables us to build or rebuild relationships, as well as becoming better communicators.

This training is for you who is interested in exploring the potential of dialogue to transform conflicts into opportunities, regardless of educational background or profession.

## TRAINING CONTENT

This training is an introductory program and is a composition of topics relevant for applying dialogue as an approach to transform conflicts, including tools for communication and conflict analysis. It is a five-day process-oriented course and consists of interactive exercises where the participants bring in their own experiences from various fields and experiences.

*The main components in the program are:*

### **Identity**

Exercises for learning to know oneself and others and building group trust. Focus on the importance of identity in communication and as an entry point to a dialogical approach.

### **Introduction to the concept of dialogue**

Introduction to the Nansen approach to dialogue as a method and platform for change. Further exploration of the concept through exercises where participants are challenged to reflect upon different aspects of a meaningful dialogue process. Insight into the differences in conflict-based dialogue and topic based/public dialogue.

### **Deep listening and the art of asking questions**

Familiarization with the most fundamental tools in dialogue: deep listening and asking dialogical questions. Through interactive exercises the participants will experience and practice these tools and reflect on how to improve in these important skills.

### **Tools for conflict analysis**

Conflict analysis is the basis for creating a transformative dialogue process. Participants will use examples of conflicts from their own life experiences in practicing and executing the three stages of analysis:

- Mapping of the actors, their relationships and how they influence each other. External and internal factors that are directly or indirectly linked are included in the analysis.
- Analysis of the root causes and the main problem of the conflict.
- The actors' position, interest and needs.

### **Dialogue as a tool in conflict transformation**

Introduction and reflection about the role of dialogue in a conflict transformation process. This part of the program gives participants insight into conflict transformation theory and how dialogue is embedded in this approach.

### **Basic understanding of the role of the facilitator**

Short introduction to the role of the facilitator. Some participants will try out the role in a roleplay session.

### **Introduction to and experiencing a public dialogue session**

Participants get familiar with the concept of public dialogue through short introduction.

*The training is built up in such a way that participants learn tools and participate in exercises that can easily be put into practice afterwards in professional private life.*