



# CERTIFICATE OF PARTICIPATION

**BRUNO GIDEON BERGHEIM**

successfully took part in the online-workshop

## **MANAGING CONFLICTS**

conducted by the Graduate Academy of the University of Heidelberg on the 27<sup>th</sup> and 28<sup>th</sup> October 2020. The course duration was 16 hours.

The course content was as follows:

- Definition of different types of conflict
- Glasl's model of conflict escalation
- Strategies for avoiding and solving conflicts:
  - o Listen actively
  - o Solution-focused approach
  - o Harvard-Model
  - o Behaviour in a quarrel
- Concrete conflict situations.

Heidelberg, 28<sup>th</sup> October 2020

A handwritten signature in blue ink, reading 'Jan Schmidt'.

Dr. Jan Schmidt  
Janschmidt-training

A handwritten signature in blue ink, reading 'Melanie Niese'.

Dr. Melanie Niese  
Graduate Academy