

Sample Course Programme

Team and Conflict Management in Peace Operations – Meeting the Challenges of Multicultural Team Work

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
08:30 – 08:45	Arrival of Participants & Check-in		Daily Recap	Daily Recap (starting 9am)	Daily Recap	Daily Recap	
08:45– 10:15		Welcome, Introductions & Expectations	Communication & Motivation I	Managing Interpersonal Conflicts Team- & Trust-building: Team Resilience	Leadership Concepts & 'Styles'	Scenario-based Exercise	
10:15 – 10:45		Coffee Break					
10:45 – 12:15		Mission Context and Culture	Communication & Motivation II	Team Performance	Leading Multicultural Teams in a Mission Context		
12:15 – 13:15		Lunch					
13:15 – 14:45		Cultural Diversity & Stereotypes	Exercise Intercultural Communication Understanding Interpersonal Conflicts	Roles and Dynamics in Teams	Leadership within the Integrated Approach	Course Evaluation	
14:45 – 15:15		Coffee Break					
15:15 – 17:15		Reflection on Cultural Diversity: Working in a Mission Environment	Responding to Interpersonal Conflicts	Team- & Trust-building: Techniques and Activities	Self-care, Resilience and Stress Management		
		19:00 Welcome Dinner	Dinner			Farewell Dinner	
				Social Evening			