



Federal Police Academy  
Section for Foreign  
Police Missions

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## Team and Conflict Management in Peace Operations

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### Working in and Leading Multicultural Teams

**TRAININGS  
PARTNER  
PLATTFORM**



**zif** Zentrum für  
Internationale  
Friedenseinsätze

**Time:** 4 - 8 May 2026

**Venue:** Bundespolizeiakademie (Federal Police Academy)  
Schwartauer Landstrasse 1-5  
23554 Lübeck  
Germany

**Course**

**Director:** Markus Feilke

**Notice:** **Arrival until 3 May 2026, 22h00**

**Course starts 4 May 2026, 08h30**

**Course aims:** By the end of the course, participants

- recognize and reflect upon the role of culture, cultural diversity and challenges in the context of peace operations,
- communicate effectively and sensitively in culturally diverse settings including between military, civilian and police mission staff,

- know how to use tools for trust- and teambuilding in mission contexts,
- analyse interpersonal/intercultural conflicts in mission contexts and are aware of their own responses to them, and
- apply strategies and techniques to manage interpersonal/intercultural conflicts.
- understand the concept and styles of leadership, including commonalities and difference for military, civilians and police,
- apply leadership techniques to empower and motivate a team,

**Seminar language:** English

**Target group:** The course is geared towards civilian, police and military experts who have worked or who will be working in peace operations or in respective functions in organisations HQs.

**Dress code:** Smart casual

## Timetable

### Monday, 4 May

08:30 – 10:15	Welcome, Introductions & Expectations	Trainer Team (BPOLAK/ZIF)
	<b>Coffee Break</b>	
10:45 – 12:15	Experiences in Team Building, Conflict Management and Leadership	Trainer Team
	<b>Lunch</b>	
13:15 – 14:45	Mission Context and Culture	(ZIF)
	<b>Coffee Break</b>	
15:15 – 17:15	Intercultural Communication/Feedback	(BPOLAK)

### Tuesday, 5 May

08:30 – 08:45	<b>Daily Recap</b>	
08:45 – 10:15	<b>Understanding Interpersonal Conflicts</b>	(ZIF)
	<b>Coffee Break</b>	

10:45 - 12:15	<b>Responding to Interpersonal Conflicts</b>	(ZIF)
	<b>Lunch (13:15 group photo session)</b>	
13:15 - 14:45	<b>Managing Interpersonal Conflicts</b>	(ZIF)
	<b>Coffee Break</b>	
15:15 - 17:15	<b>Managing Interpersonal Conflicts</b>	(ZIF)

### Wednesday, 6 May

08:30 - 08:45	<b>Daily Recap</b>	
08:45 - 10.15	<b>Motivation</b>	(BPOLAK)
	<b>Coffee Break</b>	
10:45 - 12:15	<b>Team-Building</b>	(BPOLAK)
	<b>Lunch</b>	
13:15 - 14:45	<b>Roles and Team Dynamics in Teams</b>	(BPOLAK)
	<b>Coffee Break</b>	

15:15 — 17:15	<b>Leadership Challenges</b> <b>Exercise (peer advice)</b>	Trainer Team
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**Thursday, 7 May**

08:30 — 08:45	<b>Daily Recap</b>	
08:45 — 10:15	<b>Team Performance, Trust Building &amp; Team-Building Exercises from Peace Operations (UN, EU, OSCE)</b>	(ZIF)
	<b>Coffee Break</b>	
10:45 — 12:15	<b>Leadership Concepts &amp; 'Styles', Emotional Intelligence</b>	(BPOLAK)
	<b>Lunch</b>	
13:15 — 14:45	<b>Leadership Concepts &amp; 'Styles', Emotional Intelligence</b>	(BPOLAK)
	<b>Coffee Break</b>	
15:15 — 17:15	<b>Open Space: Various Exercises</b> (Resistance if no other topics emerge)	Trainer Team
	<b>Farewell Dinner (voluntary)</b>	

**Friday, 8 May**

08:30 – 08:45	<b>Daily Recap</b>	
08:45 – 10:15	<b>Scenario-based Exercise</b>	Trainer Team
	<b>Coffee Break</b>	
10:45 – 12:15	<b>Feedback Session</b> <b>Course Evaluation</b>	