



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 PLATFORM



zif Zentrum für
Internationale
Friedenseinsätze

Time: 31 March - 4 April 2025

Venue: Federal Police Academy –
Training and Advanced Training Centre Neustrelitz
Woldegker Chaussee 50, 17235 Neustrelitz

Course

Director: Markus Feilke

Notice: **Arrival until 30 March, 22h00**
Course starts 31 March, 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, 31 March

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

Tuesday, 01 April

08:30 – 08:45	Daily Recap	
08:45 – 10:15	Understanding Interpersonal Conflicts	ZIF
	Coffee Break	

10:45 - 12:15	Responding to Interpersonal Conflicts	ZIF
	Lunch	
13:15 - 14:45	Managing Interpersonal Conflicts	ZIF
	Coffee Break	
15:15 – 17:15	Managing Interpersonal Conflicts	ZIF

Wednesday, 02 April

08:30 – 08:45	Daily Recap	
08:45 – 10:15	Motivation	BPOLAK
	Coffee Break	
10:45 – 12:15	Team-Building	BPOLAK
	Lunch	
13:15 – 14:45	Roles and Team Dynamics in Teams	BPOLAK
	Coffee Break	

15:15 – 17:15	Open Space: Various Exercises	Trainer Team
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Thursday, 03 April

08:30 – 08:45	Daily Recap	
08:45 – 10:15	Team Performance, Trust Building & Team-Building Exercises from Peace Operations (UN, EU, OSCE)	ZIF
	Coffee Break	
10:45 – 12:15	Leadership Concepts & ‘Styles’	BPOLAK
	Lunch	
13:15 – 14:45	Leadership Concepts & ‘Styles’	BPOLAK
	Coffee Break	
15:15 – 17:15	Leading Multicultural Teams (role-play)	Trainer Team
	Farewell Dinner (voluntary)	

Friday, 04 April

08:30 – 08:45	Daily Recap	
08:45 – 10:15	Scenario-based Exercise	Trainer Team
	Coffee Break	
10:45 – 12:15	Course Evaluation	