



dialoga

*Transforming conflict into cooperation*

PREVENTING  
CONFLICTS IN TEAMS  
DURING REMOTE WORK

The COVID 19 pandemic has resulted in the need to adapt to new circumstances in the workplace: working from home, with no physical contact with workmates, balancing work with family and children's school, increased use of on-line tools...

Besides taking us out of the comfort zone, communication in the team has been more difficult and the risk for misunderstandings increased.

## OBJECTIVES

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Participants in this webinar will:

- Reflect around challenges to communication and team spirit during remote work;
- Develop strategies to prevent conflicts associated with remote work;

## DATE

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Thursday, 4 June

16:00 h (Brussels time) - 1 hour

## PROGRAMME

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### **I. What is happening during COVID 19 remote work?**

### **II. 3 tools to prevent conflicts in the workplace**

1. Taking care of oneself;
2. Active & empathic listening;
3. Communicating in a non-confrontational way.

### **III. 3 strategies for team leaders**

1. Adapting expectation to reality;
2. Caring for the team's emotional wellbeing;
3. Adapting together to new circumstances.

## TRAINER

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### **Ramon TENA, mediator and trainer**

I have mediated workplace and family conflicts for the last 8 years. I combine hands-on mediation with training and consultancy, as I love sharing the tools and tricks I use to transform conflicts. In this field, I have worked with public administrations, international organisations, NGO's and private companies, both nationally and internationally.

Since 2014 I'm a member of the Council of Europe Youth Department Pool of Trainers, where I am actively involved in projects fostering youth participation, Human Rights and Conflict Transformation.

Since 2012 I advocate for the development of mediation in Andorra, where I launched a postgraduate in mediation and promoted a mediation Law (2018).

I worked in the international field for the Andorran Government until 2012, when I founded Dialoga. This is a social entrepreneurship project helping individuals and organisations to use dialogue as a leadership and transformational tool.

## PRICE

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Free

## REGISTRATION

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<https://forms.gle/fDxbWG3FqCvVpvNfA>

## MORE INFORMATION

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[www.andorramediacio.com](http://www.andorramediacio.com)

<https://www.linkedin.com/in/ramontena/>