

Sample Course Programme *Team and Conflict Management in Peace Operations – Meeting the Challenges of Multicultural Teamwork*

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
08:30 – 08:45	Arrival of Participants & Check-in		Daily Recap	Daily Recap	Daily Recap	Daily Recap	
08:45– 10:15		Welcome, Introductions & Expectations	Understanding Interpersonal Conflicts	Motivation	Team Performance	Scenario-based Exercise	
10:15 – 10:45		Coffee Break					
10:45 – 12:15		Mission Context & Culture	Responding to Interpersonal Conflicts	Team-Buildiung	Leadership Concepts & ‘Styles’	Course Evaluation & Closing Ceremony	
12:15 – 13:15		Lunch					
13:15 – 14:45		Cultural Diversity & Stereotypes	Managing Interpersonal Conflicts	Roles and Dynamics in Teams	Leading Multicultural Teams in a Mission Context		
14:45 – 15:15		Coffee Break					
15:15 – 17:15		Effective, Intercultural Communication	Managing Interpersonal Conflicts (Exercise)	Trust-building Activities	Leadership Role Play		
		Dinner				Farewell Dinner	
				Social Evening			