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International Association of Coaching Institutes ICI: www.Coaching-Institutes.net

ICI Standards & Curriculum for: ICI accredited "Coach - Multicultural Conflict and Mediation Skills, ICI"

The qualification for "Coach – multicultural conflict and mediation skills, ICI" is accredited by the ICI. The member of the ICI institute: BES-Institute, with its "Coach Master Trainer, ICI": Andrea Mills, who developed the curriculum, have the right to seal the certificates of this certification course with an ICI seal. If you have any questions, please contact BES-Institutes, our ICI member directly.

Training Program:

Certification Blended (learning and online/face-to-face)		Hours
Type	Self-Study	15
Self-study	Material and Script along with individual and group tasks	10
Practice	Developing a Concept/Case study/documentation	5
Type	Online / FACE-TO-FACE	45
Training	online/face to face training	30
Practice/ Training	Online sessions with learning partners and presentation and discussion of training content	10
Evaluation	Group presentation of the developed concept/case study - Feedback	5
	Content of Hours may vary depending on the Participants needs experience	
TOTAL HOURS		60

Certified training with emphasis on conflict and mediation skills in a multicultural environment

The certified course is focused on creating a set of tools which can be applied in a conflict situation. It is the aim to enable the participants to professionally deal with people from a multicultural backgrounds in conflict situations.

We will cover questions such as: What are the basic types of conflicts? How can I deescalate in a ICI: www.coaching-institutes.net - February 2021

difficult situation? What is essential in dealing with people from different backgrounds, which rules do apply? What are the steps of a mediation process? Coach vs mediation _ common ground and differences' How does the environment and values affect my behavior and the behavior of the people I deal with??

Content of Course:

- NLP Tools in Communication - Models and Techniques
- Body language – culture and conflict
- Understanding the difference between problem and conflict
- identifying types of conflicts
- De-escalation according to F. Glasl
- Applying the principles and rules of the mediation process
- Conflict management techniques
- Understanding the importance of Inner conflicts
- Culture triangle – culture-person-situation
- Implementing the relation between values and culture
- Culture questionnaire Attention to basic cultural and moral beliefs and values that are common to all or most people in a culture
- Integrating Different perspectives, perceptions and associated values into the communication process
- Learning to Deal with one's own values
- Recognizing and working on possible conflicts
- Methods and interventions in conflicts including implementation of NLP Formats
- Identifying types of conflicts
- Behaviour pattern in a conflict situation according to Gerhard Schwarz
- E:B:U:L:K: Technique and 5 Phase Conflict Structure _ Situation
- Using communication techniques in practice
- Case studies from personal background experience
- Presentation of the project work
- Evaluation: consciously shaping one's own impact as a mediator and conflict coach

Dates and duration:

- 45 hours of online learning and face-to-face learning
- In addition, at least 15 hours of self-study, working groups, literature study, tasks and work on a case study

This training desires to enable you to

- implement conflict and mediating skills in a personal and business situation applying communication skills and conflict resolving methods for individuals and groups.
- The aim of the certificate course is for the participants to be able to act according to ICI coaching standards in dealing with conflicts in a multicultural environment. Thereby using the tools of coaching and mediation skills with their communication partners.

Target group:

A minimum of 4 and a maximum of 10 people per group is recommended to ensure group learning possibilities.

The ICI certificate for: "Coach – multicultural conflict and mediation skills" must include:

1. The correct title of qualification: "Coach - multicultural conflict and mediation skills, ICI"
2. Course duration with accurate information regarding training days and hours (at least 60 e-learning and face-to-face/synchronous training)
3. The start and end date of the training.
4. A statement that all ICI guidelines have been met.
5. ICI seal (sticker with ICI logo and stamp number)
6. The signature of the "Coach Master Trainer, ICI"

Qualification Training Content: We recommend listing the full trained principal content and the full number of hours and days of training required for certified coaching qualification on the back of the certificate or on a separately signed document.

The following declaration is optional for an ICI sealed certificate:

"Due to the high quality of this training, it can be recognized as ECTS credit points in academic studies in psychology with a focus on coaching"

For more details, please refer to "ICI Certification Guidelines"

For more information please contact "BES-Institutes, Andrea Mills", by visiting the ICI website: www.coaching-institutes.net