

**Conflict Management
28 & 29 October 2010
at PLAZAMEDIA in Ismaning**

Wherever people work together, there are conflicts with different characteristics and forms. In many cases the conflicts adversely affect projects, achievement motivation and working atmosphere. Not all conflicts can be solved – but some can be prevented, others successfully managed. And conflicts are not destructive every time – sometimes they initiate important impulses and positive developments.

In the context of the two-day event from Eyes & Ears of Europe and PLAZAMEDIA, participants will investigate different conflict situations. Besides theoretical discussion, there will be a variety of practical exercises, because: knowledge of solutions and the development of one's own skills help in dealing with conflicts.

This event is aimed primarily at employees of media and communication companies, (post) production firms, design studios, consultancies, marketing, advertising and dialogue agencies who want to learn more about this topic. Students and trainees are also very welcome. Please note that the number of participants is limited to a **maximum number of 10**. **The seminar language will be German.**

Registration deadline: 22 October 2010

Any questions? Just call us: **+49 (221) 60 60 57 10**

Thursday, 28 October 2010

11.30

Welcome

Robert Adams, Director of OB Production
PLAZAMEDIA & CEO of PLAZAMEDIA Austria &
Swiss, Ismaning

Programme & presentation

Wout Nierhoff

11.45

Introduction of the participants

12.00

Description of conflicts

13.00

Lunch break

14.00

Types of conflicts

15.30

Break

16.00

Objective conditions of conflicts

17.30

Break

18.00

Subjective conditions of conflicts

19.00

End of day one

Friday, 29 October 2010

09.00

Get together

09.30

Individual part

11.00

Break

11.30

Practical approaches for conflict resolutions I

13.00

Lunch break

14.00

Practical approaches for conflict resolutions II

15.30

Break

16.00

Preventing conflicts

17.30

Final discussion

17.45

Evaluation

18.00

End of the event

How to register

For your binding registration, please send your registration form by 22 October 2010 to:

Eyes & Ears of Europe

Association for the
Design, Promotion and Marketing
of Audiovisual Media e.V.

Eyes & Ears Academy

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Fees

Eyes & Ears members: € 250, member students and member trainees: € 75, non-members: € 1,000, non-member students and non-member trainees: € 150. The fees must be paid within a period of one week after receiving the invoice by means of bank transfer.

Accommodation and catering costs are not included in the participation fees.

Eyes & Ears of Europe e.V.

Sparkasse KölnBonn

Bank code 370 501 98
Account no. 101 308 2688

Your registration is binding

Should you wish to cancel your participation after you have registered, we will charge a cancellation fee. If you cancel your participation within the last eight days before the seminar, we will retain the total amount of the participation fees. You can, however, name somebody else to replace you in the seminar. Please note that reduced member fees cannot be transferred to non-members. **Eyes & Ears of Europe reserves the right to make changes to the programme.**

Getting there

By public transport

Coming from the airport: Take the urban railway S-Bahn no. 8 in the direction of 'Geltendorf' at terminal 1. Get off at 'Ismaning' station. Change to bus no. 231 in the direction of 'Studentenstadt' and get off at 'AGROB'

Coming from Munich central station: Take the urban railway S-Bahn no. 8 in the direction of 'München Flughafen' and get off at 'Ismaning' station. Change to bus no. 231 in the direction of 'Studentenstadt' and get off at 'AGROB'

By car

Coming from the north: Take the motorway A9, direction 'Nürnberg-München' to the exit 'Garching-Süd/Ismaning'. Go left on the B471, direction 'Ismaning/München'. At the third traffic light, B471/Freisinger Str. go right, direction 'Ismaning/München'. At the second traffic light 'Freisinger Str./Münchner Str.', go right into 'Münchner Str'. Then go straight ahead, direction 'Unterföhring'. The AGROB area is 1km beyond the 'Ismaning' city limits on the left side.

Coming from the south: Take the motorway A99 until you get to the exit 'Aschheim/Ismaning', then go right on the B471, direction 'Ismaning/Unterföhring'. At the next traffic light go left, direction 'Unterföhring'. After the cogeneration plant go right, direction 'Unterföhring/Ismaning'. After 200 metres, go right. At the next traffic light go left, direction 'Ismaning'. The AGROB area is 1km beyond the 'Unterföhring' city limits on the right side.

Venue

Plazamedia
Münchener Strasse 101
85737 Ismaning
Germany