

OIELSX19 (S1) & OIELSY19 (S2) – Secrets to conflict resolution

Lecturer: Solange BEASSE
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Department: International Affairs
Semester: 1 & 2

Course level: L3 Undergraduate
Domain: Electives
Teaching language: English
Number of in-class hours: 16.5
Number of course sessions: 11 (on 2 days:
Friday & Saturday)
ECTS: 3

Course description and objectives

Conflicts are everywhere : between individuals, within teams, across cultures. In the professional field, most of our professional issues are relationship problems. It becomes one of the main causes of stress, disengagement, and inefficiency.

In our increasingly complex and uncertain world, the ability to handle conflict with ease is a key soft-skill everyone should have.

During this course you will explore the secrets of simple and powerful tools that have proved their efficiency : non violent communication, real-life conflict mediation, relational and emotional intelligence...

Through interactive workshops, small group role-playing, real case studies, and peer feedback sessions, you will learn how to prevent / resolve conflicts, with empathy and confidence.

*"A team that works well, is not a team where there is no conflict.
It is a team where they know how to manage it"*

Prerequisites

No specific pre-requisite. Anyone passionate about peace-building, win-win negotiation, or personal growth is welcome !

Learning outcomes

- By the end of these 2 days, you will be able to :
- Identify challenges to cooperation and strategies to overcome them.
- Develop practical skills for teamwork and conflict resolution
- Better communicate to better cooperate
- Cultivate a conflict-positive mindset that sees disagreement as growth.

Everything you will learn will help you both in your personal and professional lives.

What Students Say

- *"This course changed how I see conflict — not as a threat, but as a hidden gift."*
- *"Eye-opening, practical, and deeply human."*
- *"This course is more than theory. It's a transformational experience"*

Assignments and grading

- 50% of the grade will come from a continuous assessment based on your active participation during the class.
- 50% of the grade will come from a final essay on the last day.

The numerical grade distribution will dictate the final grade. The passing grade for a course is 10/20.

Class participation: Active class participation – this is what makes classes lively and instructive. Come on time and prepared. Class participation is based on quality of comments, not quantity.

Exam policy: In the exam, students will not be allowed to bring any document (except if allowed by the lecturer). Unexcused absences from exams or failure to submit cases will result in zero grades in the calculation of numerical averages. Exams are collected at the end of examination periods.

Course structure

Session	Topic
1	<u>Day 1 (Friday) :</u> <ul style="list-style-type: none"> - Identify the main root causes of conflicts - Clarify the best practices, tools and posture to avoid conflicts. - Experience simple and powerful solutions to express disagreement without damaging the relationship: Nonviolent communication (NVC), relational and emotional intelligence...
2	<u>Day 2 (Saturday) :</u> <ul style="list-style-type: none"> - Highlight everyone natural talents - Identify communication blockers - Co-create conflict prevention system - Clarify your personal action plan.

Lecturer’s biography

Graduated from ESSEC MBA (one of the top leading French business school), Solange BEASSE is passionate about cooperation dynamics and relational issues as powerful levers for societal change.

Over the past 20 years, she has explored a wide range of approaches, including collective intelligence, Palo Alto systemic thinking, coaching, restorative circles and more, and she is specialized in conflict prevention and resolution, particularly as a mediator using Nonviolent Communication (NVC).

This journey has allowed her to transform her professional practice, aligning high performance with fulfilling relationships (whether with teams, clients, or partners...), across a variety of sectors and environments (banking, local government, and impact-driven organizations...) in France and abroad.

Now she is deeply committed to sharing these life-changing insights and she created this course as the one she wished had existed when she was a student.

Moodle

This course is on Moodle: **NO**

Academic integrity

Be aware of the rules in Université Paris Dauphine about plagiarism and cheating during exams. All work turned in for this course must be your own work, or that of your own group. Working as part of a group implies that you are an active participant and fully contributed to the output produced by that group.