

# Organization development

While the internationalization of company activity continues, the question always arises whether the established processes and organizational structures can meet the demands of the expanding field of operation.

## Intercultural conflict management

Situation:	Personal conflicts, or conflicts regarding the work between individual employees, or groups of workers with an intercultural bias, have escalated so much that a specific intervention is required.
Objective:	Through the better understanding of the other side's point of view, a way is found to solve the conflict and reestablish cooperation.
Setting:	<ol style="list-style-type: none"><li>1. Separate preliminary talks with the conflicting parties if necessary.</li><li>2. Joint sessions with the objective to<ol style="list-style-type: none"><li>a) clarify the situation</li><li>b) clarify (especially the intercultural) background</li><li>c) collect ideas for the resolution of the conflict</li><li>d) reach an agreement between the conflicting parties.</li></ol></li></ol>
Link:	Can be integrated exemplarily in the Intercultural Training or the Intercultural Division Development.