University for Continuing Education Krems

Certificate Program
Managing conflict and effective dispute resolution in higher education

COURSE DATES

OCTOBER 2026

Course 1a – The organisational structure and governance of higher education (Team Department for Higher Education Research, University for Continuing Education Krems)
Online via Zoom

- Wed 7 October (14:00–17:00 CEST)
- Wed 14 October (14:00–17:00 CEST)
- Wed 21 October (14:00–17:00 CEST)
- Wed 28 October (14:00–17:00 CET)

NOVEMBER 2026

Course 1b – Legal and Ethical Aspects of Ombuds Work (Veronika Lovrits, Martina Peskoller-Fuchs, University of Luxembourg)
Online via Zoom

- Wed 4 November (15:00–17:00 CET)
- Wed 11 November (15:00–17:00 CET)
- Wed 18 November (15:00–17:00 CET)
- Wed 25 November (15:00–17:00 CET)

DECEMBER 2026 / JANUARY 2027

Course 3a – Conflict Resolution in Higher Education (Jean Grier, ENOHE)
Online via Zoom

- Wed 2 December (14:00–17:00 CET)
- Wed 9 December (14:00–17:00 CET)
- Wed 16 December (14:00–17:00 CET)
- Wed 13 January (14:00–17:00 CET)
- Wed 20 January (14:00–17:00 CET)

FEBRUARY 2027

Course 3b – Applying Alternative Dispute Resolution Techniques in Higher Education (Stefan Proksch, Trialogis)
Online via Zoom

- Wed 3 February (14:00–17:00 CET)
- Wed 10 February (14:00–17:00 CET)
- Wed 17 February (14:00–17:00 CET)
- Wed 24 February (14:00–17:00 CET)

MARCH 2027

Course 4a – Self-care and Stress Management (Susanne Bongers and Alexander Götmann, Lucerne University of Applied Sciences and Arts)
Online via Zoom

- Wed 3 March (14:00–17:00 CET)
- Wed 10 March (14:00–17:00 CET)
- Wed 17 March (14:00–17:00 CET)

Errors, changes and omissions excepted.
Last updated: September 2026

- Wed 24 March (14:00–17:00 CET)

MARCH / APRIL 2027

Course 4b – Case-Lab and Peer Collaboration (Team Department for Higher Education Research, University for Continuing Education Krems)
Online via Zoom

- Wed 31 March (14:00–17:00 CEST)
- Wed 7 April (14:00–17:00 CEST)
- Wed 14 April (14:00–17:00 CEST)
- Wed 21 April (14:00–17:00 CEST)

Course 2a – Communication in Higher Education (Brent Epperson, Martina Peskoller-Fuchs, Veronika Lovrits, University of Luxembourg)
Online via Zoom

- Wed 28 April (14:00–17:00 CEST)
- Wed 5 May (14:00–17:00 CEST)
- Wed 12 May (14:00–17:00 CEST)

17-21 MAY – FACE-TO-FACE WEEK on-site in Krems (Austria)

17. and 18 May: Course 2a – Communication in Higher Education (Brent Epperson, Veronika Lovrits, Martina Peskoller-Fuchs, University of Luxembourg)
19, 20 and 21 May: Course 2b – Negotiation Lab (Ulrich Kopetzki, Kopetzki Law)

JUNE 2027

2-4 June ENOHE conference at University for Continuing Education Krems (Austria): presentations of cases