



Managing Conflict

No matter how much we all try to avoid it, no matter how good a communicator we are or how effective a leader, conflict is inevitable. And not all of it is bad!

Conflict can push us to re-examine what we think we know and strive to be our best. Even conflict that feels less-than-positive can give us the opportunity to practice conflict resolution and listening.

This module examines different kinds of conflict and how to best deal with them, including what to do when conflict happens, how to minimize or remove barriers to conflict resolution, how to handle high maintenance relationships and some tried-and-true rules for conflict resolution.

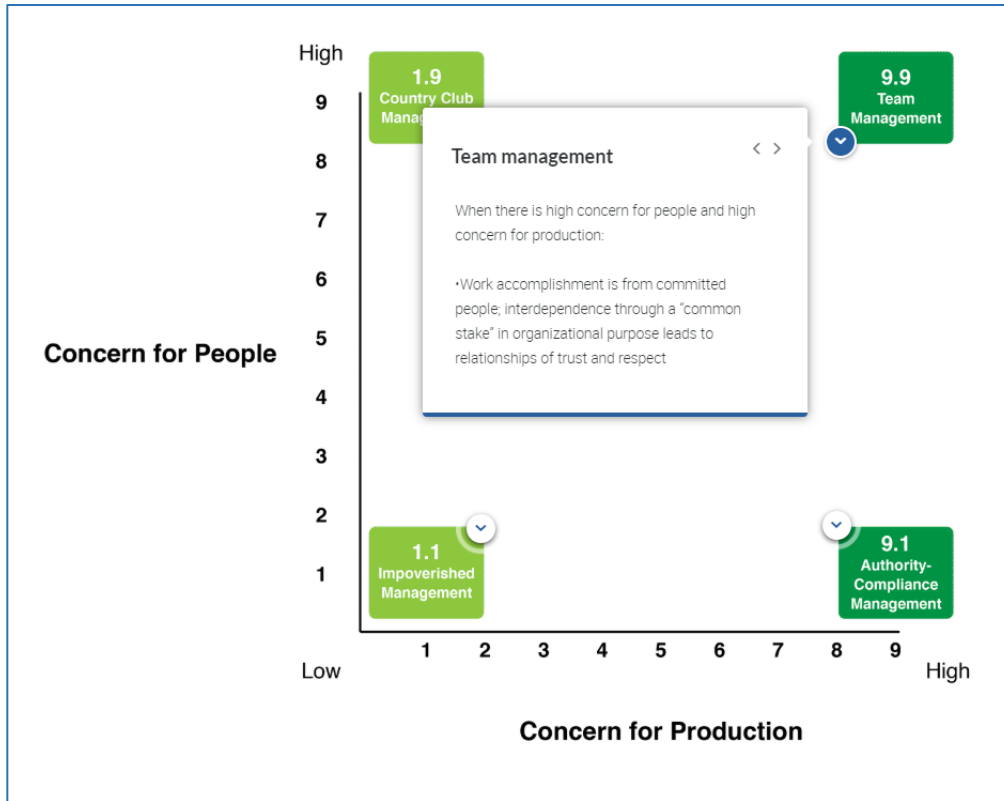
Improving your conflict management skills is useful in every part of your life, with positive results for relationships at home and in the office.

Learning Outcomes

1. Describe what conflict is and some of the main reasons it happens.
2. Understand the potential sources of workplace conflict.
3. Apply guiding principles for dealing with workplace conflict.
4. Apply the CALM model in addressing workplace conflict.
5. Know how to minimize the resistance to conflict resolution.
6. Identify high-maintenance relationships in the workplace.
7. Understand and apply the rules for conflict resolution.

Recommended Learners

- Undergraduate Students
- Graduate Students
- Students and faculty who want to learn to respond to conflict in a deliberate and strategic manner.



An example of a learning event in our Leading Edge Learning modules. The types of instructional content within the modules include: readings, videos, transcripts, audios, interactive questions, offline application exercises, flash cards, narrated presentations, matching exercises, relevant articles, downloads, a final exam, and other activities designed to engage learners based on recognized science of learning educational concepts.

Applications and Best Practices

- ✓ Teach leadership skills to undergraduate learners.
- ✓ Include in a career center for workplace skills development.
- ✓ Developing the leadership skills of new employees.
- ✓ Helping new supervisors and managers with their leadership skills.
- ✓ Honing the leadership skills of senior leaders.
- ✓ Continuing Education Units (CEUs) for professional development and certification.

Pricing
Module is Approximately 3-5 Learner Hours

1-100 Learners per Year
 \$49 per Learner

101-500 Learners per Year
 \$44 per Learner

500+ Learners per Year
 \$39 per Learner