

Conflict Management Certificate Program

The program: 12 weekly meetings, filled with information, support, and practice to help you learn how to manage workplace conflict better and communicate effectively. Many different job descriptions these days, across a whole array for industries and professions, see conflict management skills as a desirable or essential skill. A conflict management certificate can help you get a job or a better position or be a valued leader in your current employment or coach and support clients who are frustrated dealing with conflicts.

Each week presents a different “lens” or perspective to help you transform your relationship with conflict, strengthen your ability to communicate effectively, and use what you have learned to share with others at work or anywhere.

In each session, students will have an opportunity to sign up to get feedback from the group and instructors for a current workplace problem.

Topics include: foundational skills to understand conflict and communicate better across differences, how organizations can better manage conflict, as well as techniques for how to deal with bullying and aggression, understand and manage gender and cross cultural communication issues, how to manage change effectively, give and receive feedback, learn how and when mediation is effective, let go of grudges and resentments that impede conflict resolution, and negotiate for yourself and others.

This certificate is for managers and aspiring managers, C Suite Executives, HR professionals, team leaders, coaches and therapists, instructors, or anyone working with challenging individuals or groups who wants to be a more effective communicator.

Lead Instructor and Program coordinator—**Lorraine Segal**, with guest presenters.

Curriculum for Conflict Management Certificate - Session begins Thursday September 12 2019—12 weeks

Thursday evenings, September 12 to December 5th 6:30-9:30 pm. (No class November 28th, Thanksgiving). 3.6 CEUs

Week 1 September 12 Overview plus Understanding Conflict and Communication—Lorraine Segal

Overview of the certificate program, its topics and elements. How we are viewing conflict and communication skills with a goal of positive transformation. Understand what conflict is and isn't, and why conflict management is important. Explore the different approaches to conflict and your own preferred approach. Learn about active listening and how it helps with conflict and emotional triggers.

Week 2 September 19 Conflict and Challenging Conversations—Lorraine Segal

Conversations with difficult people or on difficult topics can be extremely challenging. Learn how to incorporate curiosity into your communication, understand the power of our stories, as well as other basics of effective conversations. Includes self-assessment and practice.

Week 3 September 26 Introduction to Negotiation—Chris Kane with Lorraine Segal

Negotiation is another set of communication tools, a language anyone can learn, unveiling needs and interests in a way that helps both parties reach an acceptable outcome where everyone's situation is improved. We all negotiate, formally (a contract, a job offer or raise, a new car) or informally (disagreements with people at work or elsewhere) frequently. Learn and practice the basics of this important skill.

Week 4-October 3 Gender at Work: from Conflict to Partnership—Bonita Banducci

Learn about the cultural characteristics and needs of different genders—our similarities and differences and how they impact successful communication and collaboration instead of conflict. Use your understanding to communicate and manage successfully across genders, especially in the workplace. Practice and rehearsal with scenarios.

Week 5—October 10 Improving Intercultural Communication at Work—Karen Bhango

Workplaces today are increasingly diverse. We are likely to find ourselves working with people who have different communication and problem-solving styles, even different values. These cultural differences and our misunderstandings about them

can lead to unnecessary conflicts at work or in the community. But, these same cultural differences and starting places, with understanding and awareness of their impact, can instead contribute to conflict resolution. We will explore mediation/negotiation models and practical ideas and examples to take some of the conflict and confusion out of differences.

Week 6 October 17 Bullying at Work—Lorraine Segal

Bullying is epidemic in workplaces, but often is ignored despite its deep negative impact on workplace culture and success. Recognize the signs, characteristics and trajectory of workplace bullying and aggression and learn what to do about it. Understand the important differences between bullying & mobbing, and interpersonal conflict.

Week 7 October 24 Letting Go of Grudges at Work—Lorraine Segal

Holding grudges and resentments can prevent trust and good workplace relationships, wasting valuable energy. Studies have shown that learning to let go and forgive improves leadership, productivity, and workplace satisfaction. In this three-hour interactive class, you will learn what forgiveness is and isn't, the value of letting go and forgiving at work, and some skills and techniques to get you started, including a guided visualization.

Week 8 October 31 Giving and Receiving Feedback—Lorraine Segal

Misunderstandings about feedback can fuel conflict and impede harmony and productivity at work. Understand the 3 different kinds of information that are called feedback. Learn and practice how to give effective feedback to colleagues and employees and get the most out of feedback you receive, even if it starts out vague or negative.

Week 9 November 7 Introduction to Mediation—John Ford

Mediation is a valuable tool for resolving workplace conflict. Learn what mediation is and isn't, types of mediation, elements and processes in mediation. Understand value and limits of mediation, when mediation is appropriate and when it isn't helpful. Get some tips and techniques for when to help others at work or elsewhere with their conflicts, formally and informally. Mini lecture, demonstration, exercises.

Week 10 November 14—How to Lead More Effective and Productive Meetings—Lynn Woznicki

Time is money, and you can't afford to have your meetings fail. Dynamic, well-planned and engaging meetings get results! You will learn how to improve your personal effectiveness leading and participating in meetings, new tools to help with meeting structure and process, how to help participants make quality decisions and follow through on action items. Topics include: Effective and Ineffective Meetings; Self-Assessment; Role of Accountability in Meetings; Handling Meeting Challenges; Designing Agendas and Meeting Goals; Facilitating Decision-Making; Engaging Virtual Participants

Week 11 November 21 A Vision for the Future—How Organizations can deal effectively with Conflict—Rita Callahan

Does your workplace culture promote conflict, or engagement, collaboration, and innovation? This class offers a positive view of the future of the workplace and workplace conflict. How does an organization change from a discipline focus to a culture promoting constructive conflict responses? This goal requires commitment and action by leaders and everyone to create policies, procedures, and practices that guide the organization. Learn what leadership can do to create a conflict competent organization, and the basics of how to 1) assess organizational conflict and 2) create and implement effective policies, procedures and practices. This class introduces ICMS, Integrative Conflict Management Systems, and considers current organizational thought and practices of more enlightened and authentic leadership.

Happy Thanksgiving!

Week 12 December 5 Integration: Putting It All Together—Lorraine Segal.

Thoughtful review of all the tools, teachings, and perspectives of the previous weeks, what you have learned and how you can use it. Apply what you've learned by analyzing and problem solving real life scenarios and conflicts.

