Conflict Management Certificate Program - Fall 2019

Course Overview:

The program: 12 weekly meetings, filled with information, support, and practice to help you learn how to manage workplace conflict and communicate more effectively. Numerous job descriptions across a variety of industries and professions, view conflict management skills as a desirable or essential skill for today’s leader and manager. A Conflict Management Certificate will provide you with the skills you need to seek a new position, be a valued leader in your current employment, or coach and support clients who are currently 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 coworkers or business contacts.

Each week, students have an opportunity to sign up to get feedback from the group and instructors for a current workplace problem.

Weekly topics include:

- Foundational skills to understand conflict and communicate better across individual differences
- How organizations can better manage conflict
- Techniques on how to deal with bullying and aggression
- Understand and manage gender and cross cultural communication issues
- How to manage change effectively
- Provide and receive feedback
- How and when mediation is effective
- Learn to let go of grudges and resentments that impede conflict resolution
- Negotiate for yourself and others.

The Conflict Management 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 throughout the semester.

**Course Outline:**

**Conflict Management Certificate – 12 weeks – 3.6 CEU’s**

**Thursday, September 12 – December 5, 2019 - 6:30-9:30pm.**

*(No class November 28th, Thanksgiving).*

**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 is not, and why conflict management is important. Explore the different approaches to conflict and your own preferred approach. Learn about active listening and how it can help 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— Natalie Norman 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 Bhangoo**

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. These same cultural differences and starting places, with understanding and awareness of their impact, can contribute towards 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 is not, the value of letting go and forgiving at work, and gain 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 three different kinds of information, 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 is not, types of mediation, elements and processes in mediation. Understand value and limits of mediation, when mediation is appropriate and when it is not helpful. Get 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 cannot 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—Todd Dickey and Lorraine Segal**

Does your workplace culture promote conflict or harmony, collaboration, and innovation? This class offers a positive view of the future of workplace conflict, in which conflict management goes beyond individuals putting out “fires”, and, instead, the entire organization proactively addresses situations and problems that lead to conflict. This goal requires commitment and action by leaders and everyone to create policies, procedures, and practices that guide the organization. Learn what leadership needs to do to create a conflict competent organization, and learn the basics of how to: 1) assess organizational conflict and blind spots, and 2) create and implement effective policies and procedures. This class introduces ICMS, Integrative Conflict Management Systems.

**Thursday, November 28 - 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 have learned by analyzing and problem solving real life scenarios and conflicts.

**Additional Information:**

- Go to [http://web.sonoma.edu/exed/conflict-management/faculty](http://web.sonoma.edu/exed/conflict-management/faculty) to read a bio about Lead Instructor, Lorraine Segal, M.A., and the six guest speakers presenting throughout the 12-week program.

- For questions about the program and curriculum, contact: Lorraine Segal and email her at: lorraine@conflictremedy.com