Preview of the newly redesigned conflict management certificate program:

The program: 12 weekly meetings filled with information and practice to help you learn how to manage workplace conflict better and communicate effectively. Topics include foundational skills to understand conflict and communicate better across differences, as well as techniques for how to deal with bullying and aggression, manage intergenerational and cross cultural communication issues, facilitate meetings and groups, give and receive feedback, and negotiate for yourself and others. This certificate is for managers, C Suite Executives, HR professionals, team leaders and anyone who wants to be more effective at work.

Curriculum for Conflict Management Certificate - In Development for Fall 2018

12 weeks
Wednesday or Thursday evenings, 6:30 to 9:30
3.6 CEU

Week 1  Introduction; Understanding Conflict
Introduction to the program and each other.
Understand what conflict is and isn’t and why conflict management is important.
Learn the different approaches to conflict
Self assess preferred approaches to conflict

Week 2  Communication Skills in Conflict
Learn and use the basics of active Listening Skills—presentation and practice
Recognize emotional triggers, identity and conflict.

Week 3  Communication Skills in Conflict
Incorporated curiosity into effective communication..
Understand the power of the stories we tell about ourselves and others.
Practice effective conversations with challenging people—self assessment and rehearsal.

Week 4  Bullying and Aggression
Explore students’ experiences with bullying and aggression. Survey and discussion.
Recognized the signs and trajectory of workplace bullying and aggression.
Understand characteristics of bullies and the bullied.
Learn what you and your organization can do to stop workplace bullying (Policies, Plans, procedures).

Week 5  Cross-Cultural Communication
Understand the impact of Cultural differences on communication.
Understand your own culture.
Explore elements and differences in intercultural communication—time, space, distance, self vs. group,

Week 6  Cross-Cultural Communication
Analyze successful communication strategies across cultures
Learn how to use your understanding to communicate successfully.
Practice and rehearsal with scenarios.
Week 7  Intergenerational Conflict
Learn about the cultural characteristics and needs of different generations—our similarities and differences.
Use your understanding to communicate and manage successfully across the generations.
Practice and rehearsal with scenarios.

Week 8  Group Facilitation
Learn the basic skills and elements of successful meeting facilitation, including:
time management, agenda setting, control and freedom in facilitation,
consensus building.
Practice and rehearsal, including writing agendas.

Week 9  Giving and Receiving Feedback
Understand the 3 different kinds of information that are called feedback. Learn how to give effective feedback.
Look within to understand your responses to feedback.
Learn how to get the most from even unskillful feedback, through examples and practice.

Week 10 Basic Negotiation
Understand win-win in negotiations
Acquire a systematic framework for understanding negotiation—what to say and when.
Heighten your awareness of your strengths and weaknesses as a negotiator

Week 11 Basic Negotiation
Learn how to expand the size of the pie by creating value in negotiations
Gain problem-solving techniques for distributing value and strengthening relationships
Practice and rehearsal.

Week 12 Integration and Case Study Presentations
Summarize and integrate skills and information from the course.
Present your case study demonstrating conflict management and communication.