
***MGMT 142: Conflict Management** *(formerly MGMT 217)*

Length: 14 hours

Conflict is a normal and expected aspect of working together; it exists in human relationships at work as well as in other areas of our lives. Handled poorly, conflict can damage relationships, lower morale and impact productivity. Handled effectively, it can create opportunities for collaboration, effective resolution and healthy change through patience and communication.

This conflict management course will help you determine the best approach to workplace conflicts and challenging situations. You will learn to apply an interest-based conflict management approach. You will also be provided with tools that will assist you in managing conflict and challenges more effectively.

Module 1: Introduction to Conflict Management

- Recognize conflict and distinguish factors that contribute to conflict.
- Identify primary approaches to conflict.
- Define the five approaches to conflict, and recognize when to use a specific approach.

Module 2: Managing Your Emotions

- Recognize how perceptions affect emotions.
- Explain how to manage anger and anxiety more effectively.
- Define emotional intelligence.

Module 3: Conflict Resolution Strategies

- Recommend strategies for working better with others using an outcome-focused approach.
- Describe the five steps in the interest-based conflict management model.
- Identify and demonstrate key factors for constructive dialogue.

Module 4: Communicating Effectively During Conflict

- Identify factors that contribute to a positive foundation for relationships.
- Recognize and evaluate non-verbal behaviour.
- Demonstrate effective verbal communication skills.
- Identify and apply effective listening, and recall tips for listening more effectively.