

Conflict Resolution Workshop

Online Training

Wherever two or more people come together, there is bound to be conflict. This course will give you a 7-step conflict resolution process that you can use and modify to resolve conflict disputes of any size. You will also learn about solution building and finding common ground.



Workshop Objectives:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

To access the course:

- Log into PirateNet, and choose Blackboard from your list of applications.
- Under Course Catalog, click on “Human Resources”
- Click on “HR Conflict Resolution”

Please note: Workshop best viewed using Google Chrome or Mozilla Firefox.

Send copy of score report to Diane Russo for confirmation of attendance.