

Executive Professional Development

Certificate in Managing Conflict

HIGHLIGHTS

You will:

- Develop the skills you need to approach workplace conflict with confidence.
- Learn key concepts and strategies to resolve conflict effectively.
- Discover your individual approach and improve your communication skills.

Format | Online

Fee | \$2,625

CERTIFICATE OVERVIEW

Conflict is something everyone avoids, but avoidance does not help. The best solution is to develop skills and knowledge so that you can approach conflict with confidence. The *Certificate in Managing Conflict* is a natural fit. Explore key strategies, concepts and methods used to address and resolve conflict effectively. Minimize the impacts on situations, on yourself and others, and contribute to healthier personal and work relationships. Focus on your individual attitudes and approaches to conflict resolution with effective communication skills. Learn conflict coaching and the impact of technology and conflict resolution. The *Certificate in Managing Conflict* will have a large element of practice, application and feedback using role plays, exercises and simulations.

REQUIREMENTS:

- *Foundations of Conflict Resolution* must be completed before starting the electives.
- *Participants must complete the required seminar and two electives within a two-year period.*

COURSES

REQUIRED:

Foundations of Conflict Resolution

November 14 - 16, 2023 (Online)
April 17 - 19, 2024 (Online)

Learn how we deal with conflict and the effective communication skills used in resolving conflicts effectively.

Facilitator:
Michael Petitpas, BEd, CRCert

ELECTIVES:

Managing and Resolving Conflict in the Workplace

January 24 - 26, 2024 (Online)
June 10 - 12, 2024 (Online)

Learn how to facilitate the conflict resolution processes as a third party and/or as a "conflict coach".

Facilitator:
Bridget Brownlow, MA, CR Cert

Negotiation and Dispute Resolution

December 11 - 13, 2023 (Online)
May 27 - 29, 2024 (Online)

Get hands-on opportunities to negotiate, mediate and/or litigate and understand the techniques, strategies, and procedures used in contract negotiations and administration.

Facilitator:
Wendy R. Carroll, PhD, CPHR

Mediation: Skills & Strategies

May 6 - 8, 2024 (Online)

Understand how you prepare, convene and support parties in conflict, to create mutual understanding, resolve issues and creating an effective and respectful workplace.

Facilitator:
Michael Petitpas, BEd, CRCert

Online Courses Fall 2023 - Spring 2024 run 9 am - 1 pm (Atlantic time)