

# Resolving Conflict

Course Number: 4364

Length: 2 Days

Primary Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

## Course Description

Through highly interactive group activities, self-assessments, and discussions, you will learn to recognize the various natures of conflicts and how to appropriately react to those situations. You will also gain a better understanding of your personal style for responding to conflicts to achieve desired outcomes that lead to organizational success.

## Intended Audience

This course is designed for individuals who want to better manage conflict through developing a constructive conflict resolution environment that can lead to creative and innovative solutions.

## Course Learning Objectives

- Describe conflict, its sources, and strategies for approaching resolution
- Interpret behaviors and reactions within different conflict styles
- Evaluate the impact of how people interpret situations and communicate during conflict
- Assess conflict to determine a resolution

## Course Additional Features

- Producer Support
- Technical Support Team
- Dedicated In-House Accessibility/Section 508 Compliance
- Student Resource Guides

All details about the Additional Features are available on this page. [Click here to Explore](#)

## Course Schedule

DAY ONE	
MORNING	Introductory Exercise
	Module 1: Recognizing Conflict
LUNCH	

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AFTERNOON	Module 2: Managing Conflict Styles
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DAY TWO	
MORNING	Module 3: Engaging in Conflict
LUNCH	
AFTERNOON	Module 4: Effective Conflict Resolution

## Learning Methods

Thomas-Kilmann Conflict Instrument (TKI)® Assessment, individual and small-group exercises, lecture, discussion, scenarios, role playing, and application exercises

## Credits

### National Association of State Boards of Accountancy (NASBA)

- Field of Study: Communications and Marketing
- Level: Intermediate
- CPEs: 16

### Professional Development Units (PDUs)

- Credits: 14

### Continuous Learning Points (CLPs)

- Credits: 16

## Management Concepts Certificate Program Relationship

This is an elective course in the following program(s):

- [Business Analysis and Requirements Management Master Track](#)
- [Professional Skills Certificate Program](#)
- [Project Management Master Track](#)
- [FFMCP Financial Management Master Track](#)
- [Agile in Government Master Track](#)
- [FFMCP Auditing Master Track](#)

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- [FFMCP Accounting Master Track](#)
- [FFMCP Budgeting Master Track](#)
- [Program Management Certificate Program](#)

## Prerequisites

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It is suggested that participants

### Suggested

- [Interpersonal Skills: Developing Effective Relationships](#)

## Pework

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There is no prework required for this course.

## Requirements for Successful Completion

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Full (100%) attendance is expected and required. Successful completion of the course depends on full class attendance and active participation in individual and group exercises.

## Follow-On Resources

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- [Influencing Skills](#)

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## Ready to Enroll?



See the most recent course information and scheduled classes at this link:  
<https://www.managementconcepts.com/course/id/4364>



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