

Step Up to Conflict

Course Number: 4405

Length: 0.5 Days

Primary Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

Course Description

Conflict is a natural occurrence. Whenever people come together, they bring different experiences, perspectives, opinions, and motives. While these differences are a driver of successful outcomes, they can also give rise to disagreements. While many people feel uncomfortable with conflict and may choose to avoid it, there are many other options to explore and consider that can result in positive outcomes.

Participants in this conflict resolution workshop will gain insight into how their own values and emotions connect to conflict and learn 7 specific approaches that enable a constructive response to conflict.

This workshop is delivered in partnership with the Center for Creative Leadership (CCL®) and facilitated by a Management Concepts instructor who brings a federal context to the content.

Intended Audience

Step Up to Conflict is designed for GS14-GS15 (senior level).

Course Learning Objectives

- Identify the role of conflict at work
- Understand the impact of emotions and values on conflict
- Implement the 7 Constructive Responses to Conflict
- Apply what you've learned to real-life conflict challenges

Course Schedule

DAY ONE	
MORNING	Module 1: Step Up to Conflict

Learning Methods

Individual, small-group, and large-group exercises; lecture, discussion, case study, and action planning

Credits

Professional Development Units (PDUs)

- Credits: 4

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Continuous Learning Points (CLPs)

- Credits: 4

Prerequisites

There are no prerequisites for this course.

Pework

There is no prework required for this course.

Requirements for Successful Completion

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

- [Leading Organizational Change](#)

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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/4405>



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