

# Frequently Asked Questions

**Course Title:** Resolving Conflict

**Course #:** 4364

**Duration:** 2 Days

**Delivery Method:** Instructor-led live classroom

**Alternative Delivery Methods:** Instructor-led online (synchronous)

## 1. What business or organizational need does this course address?

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.

## 2. Who should attend?

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.

## 3. What will I learn how to do in this course?

- 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

## 4. What kinds of activities are included in this course?

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

## 5. Are there prerequisites for this course?

It is suggested that participants

Suggested:

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

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## 6. Do I have to complete any prework for the course?

There is no prework required for this course.

## 7. Is this course applicable toward a professional certification?

No, this course is not applicable toward a professional certification. However, many Management Concepts courses do prepare you for professional certification programs. Click [here](#) to see a full list of professional certification programs that are supported by Management Concepts training courses.

## 8. Does this course count for credit toward a Management Concepts Certificate Program?

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

## 9. What credits do I earn by completing this course?

The following credits are available for this course:

NASBA CPEs: 16

NASBA Field of Study: Communications and Marketing

NASBA Level: Intermediate

CEUs: 1.3

PDU: 14

CLPs: 16

## 10. What course(s) do you recommend after I complete this course?

- [Influencing Skills](#)

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## 11. What are Additional Features?

Most courses and training solutions have **Additional Features** designed to help every learner master and retain the concepts explored in the course. You can see which Additional Features are added to this course on the course page under the **Learning Objectives & Additional Features** tab – and for a more detailed exploration of our Additional Features, you can visit [this web page](#).

## 12. What's in it for me?

Conflict is inevitable in every workplace environment. Through engaging discussions and application exercises, this course provides leaders at all levels with the strategies necessary to successfully navigate interpersonal conflicts. The result is a greater understanding of personal tendencies in conflict situations, leading to more effective working relationships.