

Frequently Asked Questions

Course Title: Step Up to Conflict

Course #: 4405

Duration: 0.5 Days

Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

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

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.

2. Who should attend?

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

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

- 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

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

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

5. Are there prerequisites for this course?

There are no prerequisites for this course.

Frequently Asked Questions

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?

No, this course is not applicable toward a Management Concepts Certificate Program. However, many Management Concepts courses do count for credit toward a Management Concepts Certificate Program. Click [here](#) to see a full list of Management Concepts Certificate Programs.

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

The following credits are available for this course:

CEUs: 0.3

PDU: 4

CLPs: 4

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

- [Leading Organizational Change](#)

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?

You'll learn practical techniques you can use immediately to address tension, resolve issues faster, and lead with greater authenticity. Instead of dreading conflict, you'll be prepared to use it as a catalyst for stronger teams and better decisions.