

## ***Skills for Dealing with Conflict in the Workplace***



### **Course Overview**

This course focuses on developing your conflict management and negotiating skills. By the conclusion of this course, you will have improved your ability to diagnose conflict situations, strategize and plan for proper response, and engage in more effective negotiations. This course heavily emphasizes experiential learning through student participation in a variety of exercises and role-plays. Throughout the course you will be placed into numerous realistic conflict settings.

### **Key Takeaways**

1. Students will be able to describe the impact of different conflict handling styles in the workplace.
2. Students will be able to describe key attributes of alternative dispute techniques.

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