

# Build Your Own

## Conflict Management

Course Code: PD106

Leading teams, projects, and managing others is very difficult and often accompanied with conflict. Conflict management strategies help the individual to address a wide variety of situations one confronts in the contemporary workplace. The ability to manage individuals through conflict and resolve complex situations is a critical leadership skill. This course is based on the Kilmann model, which is used in several disciplines including conflict management, negotiations and influencing others. An assessment identifies an individual's preferred conflict strategy, thus providing insight into one's character.

### Learning Objectives

- Describe the five conflict management styles
- Discover your personal conflict management styles
- Explain the Kilmann model
- Practice influencing and conflict resolution
- Resolve a conflict scenario

### Topics & Content

- Conflict management styles assessment
- Theory of influence and conflict
- Influencing methods and the five conflict styles
- Personal development planning
- Capstone case study, a small group exercise

### Course Information

#### Duration

1/2 day

#### Audience

This course is designed for personnel in the private or public workforce that wish to improve their conflict management knowledge and skills.

#### Accreditations

PMI: 4 PDUs

NASBA: 4 CPEs

OPM: 4 CLPs

OPM Competency: Conflict Management

***“Gave me perspective on different styles to solve problems and work with a variety of personality styles. Would recommend, offers good insight on conflict resolution.”***

