

Conflict Resolution

Course Overview

This course will introduce students to conflict resolution, including an introduction to conflict resolution, conflict resolution styles, creating an effective atmosphere, creating a mutual understanding, focusing on individual and shared needs, getting to the root cause, generating options, building a solution, the short version of the process, and additional tools.

<u>Module 01 - Getting Started</u>	1m
Getting Started	
<u>Module 02 - An Introduction to Conflict Resolution</u>	5m
An Introduction to Conflict Resolution	
Case Study	
<u>Module 03 - Conflict Resolution Styles with the Thomas-Kilmann Instrument</u>	5m
Conflict Resolution Styles with the Thomas-Kilmann Instrument	
Case Study	
<u>Module 04 - Creating an Effective Atmosphere</u>	5m
Creating an Effective Atmosphere	
Case Study	
<u>Module 05 - Creating a Mutual Understanding</u>	4m
Creating a Mutual Understanding	
Case Study	
<u>Module 06 - Focusing on Individual and Shared Needs</u>	5m
Focusing on Individual and Shared Needs	
Case Study	
<u>Module 07 - Getting to the Root Cause</u>	6m
Getting to the Root Cause	
Case Study	
<u>Module 08 - Generating Options</u>	4m
Generating Options	
Case Study	
<u>Module 09 - Building a Solution</u>	5m
Building a Solution	
Case Study	

Module 10 - The Short Version of the Process

4m

The Short Version of the Process

Case Study

Module 11 - Additional Tools

4m

Additional Tools

Case Study

Total Duration: 4h 57m