



# Introduction to Conflict Management



Self-paced, online training. Accessible anytime, anywhere.

**Handling conflict is not always easy. Leaders need confidence and the right interpersonal skills to navigate and resolve conflict.**

**This new eLearning course introduces ideas and techniques to manage conflict and promote healthier negotiation and conflict resolution. Get practical tips and tools to hone your conflict management skills.**

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## LEARN HOW TO:

1. Identify the impact of conflict in the workplace and in your life
2. Recognize the different causes of conflict and your conflict styles and responses
3. Understand the different approaches to conflict
4. Apply conflict resolution strategies to everyday situations

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## SESSION DETAILS:

- 60-minute self-paced eLearning course
- Features AODA compliant accessibility enhancements including voiceover and subtitles
- Dynamic, interactive format
- Participants can replay sections to reinforce knowledge and learning
- User-friendly platform, accessible 24/7 on mobile and desktop
- Participants receive a certification upon completion of the course

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## DESIGNED FOR:

- Front-line service staff
- Supervisory staff
- Managers