

CEU Reference Document

Course Name: Conflict 101 TRN-WEBCON-875

Course Type: Webinar In-Person Training E-Learning

Length of Course/Session: 2.00 hours

Date of Course/Session:

Course Description:

This course examines the forces that are at the heart of every conflict. Discover the principles, skills, and strategies that will transform conflicts into opportunities. Decrease your frustration at work by understanding the nature of conflict and how to transform conflict into opportunity. Identify three forces that increase conflict. Discuss strategies for navigating conflict situations. Identify skills and principles that support conflict resolution.

Speaker Profile:

Crystal Dolliver draws on her professional skills as a facilitator and corporate trainer for over 18 years, with various trainings she offers both in-person and online. Crystal has many areas of expertise including Motivational Interviewing (MI), Ethics, Mental Health First Aid, Suicide Awareness and Prevention and Accessibility in the Workplace (AODA), as well as many other corporate training offerings. Her professional experience in addition to delivering diverse training programs includes assisting individuals to successfully return to work and coaching individuals with disabilities. Crystal is known for encouraging and creating safe learning spaces where warmth, humour, and openness in sharing exists.

This course has preapproved CEUs from:

The College of Vocational Rehabilitation Professionals VRA Canada

Number of CEUs Approved: 2.0

Area of Focus: 09

Preapproval Code: AGILEC(web)-C101-2020-2.0

For Verification of Attendance: Please print course certificate