

## CEU Reference Document

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**Course Name:** Conflict Management (Leadership) TRN-INPCM1-875

**Course Type:**  Webinar  In-Person Training  E-Learning

**Length of Course/Session:** ½ Day

**Date of Course/Session:**

### Course Description:

This course equips leaders with the knowledge and techniques for recognizing and responding effectively in conflict situations. Participants identify individual and team responses to conflict and how to deal with them. This workshop builds leader awareness and conflict management skills. Conflict is a necessary though uncomfortable reality of working with others. Participants identify individual and team responses to conflict and how to deal with them. This workshop builds leader conflict management skills. By the end of the workshop, leaders will be able to:

1. Understand the nature of conflict and how to approach conflict with curiosity.
2. Identify personal triggers and sources of conflict within organizations, including those triggered by personality and emotional behavioural differences.
3. Explore conflict responses that negatively affect leaders and teams.
4. Examine and practice self-management techniques that support a leader to get the most out of conflict.
5. Review and apply conflict management principles and strategies using self-directed activities.

### 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.

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### This course has preapproved CEUs from:

The College of Vocational Rehabilitation Professionals  VRA Canada

**Number of CEUs Approved:** 3.50 (1/2 day)

**Area of Focus:** 09

**Preapproval Code:** AGILEC-CM(L)-2020-3.50

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**For Verification of Attendance:** Please print course certificate