

CEU Reference Document

Course Name: Conflict Management TRN-INPCON-875

Course Type: Webinar In-Person Training E-Learning

Length of Course/Session: ½ Day

Date of Course/Session:

Course Description:

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 conflict management skills. This course will improve communication during a conflict by examining conflict style preferences. Participants identify individual and team approaches to managing conflict, as well as healthy and unhealthy team conflicts. Practical activities will explore how individuals can respond to conflict effectively. Identify the main drivers of conflict according to neuroscience research. Examine strategies and principles for working through conflict effectively. Identify individual responses to conflict and how these responses can be beneficial or harmful. Examine how to communicate through conflict.

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:

CVRP: 3.50 VRA: 3.0

Area of Focus:

CVRP: 09 VRA: 8B

Preapproval Code:

CVRP: AGILEC-CM-2021-3.50 VRA: 21774

For Verification of Attendance: Please print course certificate