

CONFLICT COMPETENCE PATHWAY

Self-Paced Online Micro-Credential Program

While conflict is inevitable, with proven conflict management techniques you can minimize its negative impact, keep relationships on track and lower your stress.

Learn to prevent and manage conflicts through a self-paced, online micro-credential program developed by the Ombuds Office and offered through the GradPathways Institute for Professional Development. Watch pre-recorded videos and engage in assessment exercises to earn each of the following microbadges:

MICROBADGES

1. Understanding and Recognizing Conflict

- Defining Conflict
- Understanding Conflict Escalation
- Navigating Conflict with Ombuds Office Services

2. Preparing to Address Conflict

- Managing Emotions
- Shifting from Reacting to Responding
- Identifying and Addressing Core Concerns
- Adapting Styles to Navigate Conflict

3. Addressing Conflict

- Communicating Collaboratively
- Listening to Build Understanding
- Problem Solving Collaboratively

4. Conflict Management Practice

- Live Conflict Management Practice Session



**To enroll in the self-paced online
Conflict Competence Pathway:**

[https://gradpathways.ucdavis.edu/
conflict-competence-pathway](https://gradpathways.ucdavis.edu/conflict-competence-pathway)

CONFLICT MANAGEMENT PRACTICE SESSION & CONFLICT COMPETENCE FOR GRADUATE STUDENTS AND POSTDOCS

Live Workshops

In these workshops, you will learn and practice strategies to effectively prevent and manage conflict, including de-escalating emotionally-charged situations, successfully communicating your needs and lowering others' defenses.

Registration for the Conflict Management Practice Session includes:

- A 1.5-hour conflict management practice session, including development and implementation of approaches to realistic conflict scenarios, for which participants will earn the Conflict Management Practice Microbadge.
- *Prerequisite: Completion of Conflict Competence Pathway (see above).*

Registration for the Conflict Competence for Graduate Students and Postdocs includes:

- A 3-hour instruction session (*substitutes for microbadges 1-3, see above*).
- A 1.5-hour conflict management practice session.

**Register for a
live workshop:**



[https://ombuds.ucdavis.
edu/services/training](https://ombuds.ucdavis.edu/services/training)

Updated February 2023