

CONFLICT COMPETENCE FOR MANAGERS AND SUPERVISORS

**Two-Day Course: Thursdays,
August 15 & 22, 2024, 8:30am – 12pm or
January 9 & 16, 2025, 8:30am – 12pm**

Learn to manage conflicts and navigate interpersonal dynamics as a team leader.

CONFLICT COMPETENCE: FROM BYSTANDER TO UPSTANDER

**Tuesday, September 10, 2024, 9am – 11am
Thursday, October 24, 2024, 9am – 11am
Wednesday, March 5, 2025, 9am – 11am**

Learn strategies to support colleagues and address micro or macro aggressions in the workplace.

CONFLICT COMPETENCE FOR STAFF

**Wednesday, October 16, 2024, 9am – 12pm
Thursday, March 13, 2025, 9am – 12pm**

Learn to prevent and resolve conflicts with colleagues and managers, including communicating your needs successfully and lowering others' defenses.

CONFLICT COMPETENCE: GETTING TO THE ROOT OF GROUP CONFLICT

**Thursday, November 7, 2024, 12pm – 1pm
Tuesday, April 29, 2025, 12pm – 1pm**

Learn to identify and address hidden sources of group conflict.

CONFLICT COMPETENCE: CREATIVE PROBLEM SOLVING IN THE WORKPLACE

**Tuesday, August 27, 2024, 12pm – 1pm
Wednesday, January 29, 2025, 12pm – 1pm**

Learn to generate solutions that meet your needs in complex situations.

CONFLICT COMPETENCE: TRANSFORMING NEGATIVITY IN THE WORKPLACE

**Wednesday, September 18, 2024, 12pm – 1pm
Tuesday, February 11, 2025, 12pm – 1pm**

Learn a three-step strategy to transform negativity into greater team effectiveness as a team leader.

Registration information:



CONFLICT COMPETENCE: CONSTRUCTIVE FEEDBACK FOR POSITIVE CHANGE

Tuesday, October 29, 2024, 9am – 11am

Wednesday, April 16, 2025, 9am – 11am
Learn to employ different types of feedback, craft effective feedback, identify feedback triggers and receive feedback skillfully.

CONFLICT COMPETENCE: LISTENING TO BE HEARD

**Thursday, December 12, 2024, 9am – 11am
Tuesday, May 6, 2025, 9am – 11am**

Learn to lower defensiveness around tense topics, listen for understanding and help others feel heard.

Nursing CE credits available!

Created June 2024