

Conflict Competence in Uncertain Times **Thursday, August 26, 10am – 11am**

Learn to:

- Communicate in times of heightened stress
- Demonstrate empathy
- Build trust
- De-escalate tension

Conflict Competence for Managers and Supervisors

**Two-Day Course: Thursdays,
September 23 & 30, 8:30am – 12pm**

Learn to:

- Manage conflicts and navigate interpersonal dynamics as a team leader
- Recognize conflict early
- Identify employee needs
- Build trust on your team

Conflict Competence: Listening to be Heard **Tuesday, November 16, 9am – 11am**

Learn to:

- Listen for understanding to improve communication
- Overcome listening barriers
- Lower defensiveness around tense topics
- Listen for what is not said
- Help others feel heard

Conflict Competence: Creative Problem Solving in the Workplace

Tuesday, September 14, 12pm – 1pm

Learn to:

- Discover solutions that meet your needs in complex situations
- Evaluate key issues
- Engage in perspective-sharing
- Develop options collaboratively

Conflict Competence for Staff

Wednesday, October 27, 9am – 12pm

Learn to:

- Prevent and resolve conflicts with colleagues and managers
- Communicate your needs successfully
- Lower others' defenses
- Navigate emotionally-charged situations

Conflict Competence: Constructive Feedback for Positive Change

Thursday, December 9, 9am – 11am

Learn to:

- Employ different types of feedback
- Craft effective feedback
- Identify feedback triggers
- Receive feedback skillfully

To register or find additional course dates, search for the course title at lms.ucdavis.edu.

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