Staff & Faculty Virtual Workshops Fall 2021

**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: 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 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 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: 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: 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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The Ombuds Office can help you confidentially navigate concerns or conflicts. To learn more, give us a call or visit our website.

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