



Conflict Competence in Uncertain Times

Wednesday, November 18, 12pm – 1pm

This engaging webinar (previously “Communicating in Uncertain Times”) includes practical communication tips and tools for navigating conflict in times of heightened stress and tension. Topics include: intentional communication, empathy demonstration, trust building, de-escalation techniques, and language to use and avoid during difficult conversations.



Conflict Competence for Staff

Tuesday, December 8 or Wednesday, March 31, 9am – 12pm

This interactive course provides tools to help employees effectively prevent and resolve conflicts with colleagues and managers/supervisors. You will learn strategies to successfully communicate your needs, lower others’ defenses, and navigate emotionally-charged situations.



Conflict Competence for Managers & Supervisors

**Two-Day Course: Wednesdays, January 13 & 20 or
Fridays, February 5 & 12, 8:30am – 12pm**

This participatory course equips team leaders with techniques for effectively preventing and resolving conflicts on teams. Learn how to recognize conflict early, navigate interpersonal dynamics from a higher-power position, identify employee needs, and build trust on your team.



Conflict Competence: Listening to be Heard

Tuesday, February 23 or Thursday, March 4, 2021, 9am – 11am

When people feel heard and understood, relationships improve, and success at work increases. This engaging course (previously titled “Talk to Me, I’m All Ears: Listening to be Heard”) provides techniques for identifying and overcoming listening barriers, listening for what is not said, helping others feel heard, and lowering defensiveness around tense topics.

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

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