Conflict Competence for Managers and Supervisors
Two-Day Course: Tuesdays, February 1 & 8, 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

**NEW COURSE** Conflict Competence: Getting to the Root of Group Conflict
Thursday, April 7, 12pm – 1pm
Learn to:
• Apply the Goals, Roles, Processes, and Interpersonal Relationships (GRPI) team development model to group conflict
• Identify hidden sources of group conflict
• Address root causes of group conflict

Conflict Competence: Creative Problem Solving in the Workplace
Wednesday, May 4, 12pm – 1pm
Learn to:
• Discover solutions that meet your needs in complex situations
• Evaluate key issues
• Engage in perspective-sharing
• Develop options collaboratively

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

Conflict Competence for Staff
Thursday, March 17, 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
Wednesday, April 20, 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
Tuesday, May 10, 9am – 11am
Learn to:
• Employ different types of feedback
• Craft effective feedback
• Identify feedback triggers
• Receive feedback skillfully

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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