# Virtual Workshops

## 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

## 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

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**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.**

**Staff & Faculty Virtual Workshops**

**Fall 2021**

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**MISSION**

Come with a problem.
Leaving with a plan.

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**Updated May 2021**