Conflict Competence for Managers & Supervisors  
Two-Day Course: Wednesdays, January 13 & 20, Fridays, February 5 & 12, or Fridays, April 23 & 30, 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 in Uncertain Times  
Wednesday, January 27 or Tuesday, April 20, 12pm – 1pm  
This engaging webinar 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: Listening to be Heard  
Tuesday, February 23, Thursday, March 4, or Thursday, May 13, 9am – 11am  
When people feel heard and understood, relationships improve, and success at work increases. This engaging course provides techniques for overcoming listening barriers, listening for what is not said, helping others feel heard, and lowering defensiveness around tense topics.

Conflict Competence for Staff  
Wednesday, March 31 or Tuesday, May 25, 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.

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

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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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