



Center for Leadership Development

Conflict Resolution Skills

Tense, emotional, and awkward situations can wreak havoc in the workplace by escalating stress and undermining productivity. This course will help you resolve difficult or uncomfortable situations and turn disagreements into productive workplace discussions.

- Learn to conduct a conversation with another person that helps each of you to be heard and reach a mutually acceptable solution.
- Practice proven conflict resolution strategies that emphasize actionable decisions over emotional responses.
- Understand how to build and mend relationships in the wake of tense situations.



Boost Morale, Increase Efficiency, and Improve Results

Through instructor-led discussions, small group activities, and role playing, you will have multiple opportunities to practice the conflict resolution skills needed to boost morale, increase efficiency, and improve results within your organization.

SKILL IMMERSION

COMPETENCIES

- Conflict Management
- Interpersonal Skills
- Resilience
- Oral Communication
- Problem Solving

TUITION

\$3,150 Residential/\$2,600 Non-Residential
Tuition at EMDC–Shepherdstown includes meals and lodging.

DATES

Nov 17–20, 2014 . . . EMDC–Shepherdstown
Apr 28–May 1, 2015. . . EMDC–Union Square
Jun 23–26, 2015 EMDC–Union Square
Aug 4–7, 2015 San Antonio, TX
Sep 15–18, 2015 San Diego, CA

LOCATIONS

EMDC–Shepherdstown
239 Lowe Drive
Shepherdstown, WV 25443

This training facility is 70 miles from Washington, DC in the Blue Ridge Mountains above the Potomac River.
EMDC–Union Square
999 North Capital Street , NE
Washington, DC 20002

This training facility is located in Washington DC’s thriving NoMa submarket, just blocks from Capital Hill and Union Station.

To register, please visit the course page:
[HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=44](https://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=44)

“This program provided excellent tools to handle difficult conflicts and conversations.”

Register Now for Conflict Resolution Skills

This course is designed for Federal leaders and employees who want to transform uncomfortable workplace conversations and conflicts into productive solutions.



Effective Approaches to Handling Difficult Circumstances

- Learn to identify and resolve various conflicts through case studies and practices geared toward real-life situations.
- Practice proven approaches to conflict resolution by changing emotional responses to actionable decisions.
- Explore how to build and mend relationships after “lose-lose” or “win-lose” situations.
- Identify ways you can achieve mutually acceptable results for everyone involved.
- Develop strategies for approaching real conflict situations in your organization.
- Learn to maintain composure around difficult people and minimize their negative impact.

“The course provides valuable tools and techniques to deal with conflict both in the workplace as well as my personal life.”

ACADEMIC CREDIT

2 upper level-Associates or 2 upper-level Baccalaureate credits may be available upon completion.

LEAD

This course meets the requirements for the Project/Team Lead, Supervisor, Manager, and Professional levels of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to <http://cldcentral.usalearning.net/mod/page/view.php?id=249>

RECOMMENDED PRIOR COURSES

Leadership Assessment Program I
Leadership Assessment Program II

SUGGESTED FOLLOW-ON COURSES

Communicating Face to Face
Coaching and Mentoring for Excellence

To register, please visit the course page:

[HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=44](https://leadership.opm.gov/programs.aspx?c=44)

OCT 2014

Three Ways to Register

1. Register Online at <http://leadership.opm.gov>

Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

2. Fax a Registration Form found online. This form can be used for courses at the Federal Executive Institute or Management Development Centers.

3. Contact a Representative Customer Service Office:

Toll Free: 888-676-9632
Phone: 304-870-8008
Fax: 304-870-8078
TDD/TTY 304-870-8066
Email: register@opm.gov

CLD's Customer Service number is changing!
Reach us after 12/12/2014 at 202-606-0008



UNITED STATES OFFICE OF
PERSONNEL MANAGEMENT

<http://leadership.opm.gov>

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