



ONLINE  
COURSE

# CONFLICT RESOLUTION

BROCHURE

Build solutions and find a common ground.

The Conflict Resolution eCourse will empower you with crucial conflict management skills, including:

- Identifying and interpreting what conflict and conflict resolution mean.
- Defining the five main styles of conflict resolution.
- Applying basic communication skills.
- Applying basic anger and stress management techniques.



#### DURATION

4 weeks online access



#### STUDY TIME

8-9 hours study time



#### INTERNATIONAL CERTIFICATION



#### CONTINUING EDUCATION UNITS (CEU'S)

0.9 CEU's



The  
**Leadership**  
CENTRE  
DEVELOPING TOMORROW'S LEADERS

Dealing with conflict is important for every organisation no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition and even law suits. This eCourse will give you a seven-step conflict resolution process that you can use and modify to resolve conflict disputes of any size. You will also be provided a set of skills in solution building and finding a common ground.

In the Conflict Resolution eCourse, you will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

## eCOURSE INCLUDES

- 4 Weeks Online Access.
- Conflict Resolution eBook per phase.
- Conflict Resolution Templates and Exercises.
- Quick Reference Sheet.
- Online Exam.
- International Certification.

## KEY OUTCOMES

On completion of this eCourse, you will be able to:

- Identify and interpret what conflict and conflict resolution mean.
- Define all six phases of the conflict resolution process.
- Define the five main styles of conflict resolution.
- Apply basic communication tools, such as the agreement frame and open questions.
- Apply basic anger and stress management techniques.

## CERTIFICATION & ACCREDITATION

You are required to complete an online multiple choice exam with a pass mark of at least 80%.

The Leadership Centre is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.



## TECHNICAL REQUIREMENTS (COMPUTER)

- A computer with Microsoft Windows operating system (98, NT, 2000, XP, Vista, or Windows 7) or Mac OS X (10.5 Leopard or higher).
- A computer with Microsoft Office 2000 or higher.
- A high speed internet connection and a web browser (Firefox is highly recommended as there are incompatibility issues with Internet Explorer).
- Adobe Reader (free software).

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## GET IN TOUCH

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Should you have any queries, please contact us at The Leadership Centre.

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## HAPPY LEARNING

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The Leadership Centre Team

