

Building Conflict Resolution Skills Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. Participants are required to successfully complete all twelve of the following courses and achieve a passing grade of 70% or higher in each course. It is recommended that the courses be completed in the order they are displayed below.

Confronting Workplace Conflict (.4 hours)

Any time two or more people are gathered in one place, conflict will inevitably follow. The workplace is no exception. There are many valid approaches to managing conflict, but ignoring it is the one guaranteed not to work. Resolving conflict is an important interpersonal skill that, with practice, can diffuse difficult situations at work. In this course, you'll learn some of the major sources of workplace conflict. You'll also learn how to recognize your own conflict style, strategies and approaches to conflict management, and how to work with difficult people.

Resolving Workplace Conflict (.4 hours)

A conflict-free life is the stuff of dreams. But the world doesn't work that way, and for all of us, workplace conflict is sadly an inevitability. Personality and organizational conflicts arise from myriad different sources and take many different forms. As a result, resolving conflict is a necessary skill, and business professionals need a plan for addressing it. In this course, you'll learn to recognize the sources and signs of conflict. You'll also learn conflict management strategies and processes for conflict resolution.

Acting With Diplomacy and Tact (.6 hours)

People who communicate with diplomacy and tact can inspire confidence. Communicating a difficult message can be very challenging, so preparation is key to a successful outcome. In this course, you'll learn about developing a diplomatic approach to difficult conversations and situations; how to avoid meltdowns, apologize, develop empathy, and remove personal biases.

Navigating Challenging Situations with Diplomacy and Tact (.5 hours)

You'll likely face unpleasant situations or tasks at some point in your career. Communicating with diplomacy and tact in these situations can inspire confidence. In this course, you'll learn to navigate difficult conversations and situations. You'll also learn how to communicate a difficult message effectively, write diplomatic and tactful emails, and handle angry and manipulative coworkers.

Navigating Your Own Emotions (.5 hours)

In the workplace, emotions can often run high; sometimes, they can cause you to say or do things that you may later regret. But the only person responsible for your emotions is you; you own them. That's why developing emotional intelligence is so crucial in protecting your professional reputation. In this course, you'll learn how to manage your emotional IQ, or EQ, in order to handle difficult situations more effectively. You'll explore the science behind emotion, self-management techniques, as well as methods for recovering from emotional hijackings. You'll also learn different strategies for building emotional intelligence, such as becoming emotionally self-aware, and identifying emotions.

Navigating Other People's Emotions (.4 hours)

Organizational and interpersonal dynamics, along with high pressure situations, can sometimes cause others to behave unprofessionally. The way you react to their behavior can have a lasting effect on your future relationships. But, by building emotional intelligence, or emotional IQ, you can ensure that you'll be able to understand and acknowledge other people's emotions and maintain strong relationships. In this course, you'll learn how to recognize emotional awareness in, actively listen to, and empathize with others by developing emotional intelligence, also known as EQ.

Navigating the Workplace with Emotional Intelligence (.4 hours)

Any organization, regardless of its size, industry, or location, is made up of people – people who interact daily, and not always without incident. Developing emotional intelligence within the organization is a key factor in ensuring that these relationships run smoothly. In this course, you'll learn how building emotional intelligence, or EQ, can improve team or group interactions. You'll also explore the role of emotional IQ in workplace activities, conflict and stress management, as well as employee influence and engagement.

Do We Have a Failure to Communicate? (.4 hours)

Communicating effectively can be challenging when the message is difficult. In this course, you'll examine some common communication challenges and how you can successfully navigate them.

Choosing the Right Interpersonal Communication Method to Make Your Point (.5 hours)

Choosing the right method for the situation can have a huge impact on how your method is received. In this course, you'll learn how to select the best communication methods to target your audience and convey your intention. By doing so, you improve the odds of getting your message across and leaving your audience feeling engaged, informed, and enlightened.

Listening Even When It's Difficult to Listen (.5 hours)

Successful people are generally excellent listeners. They're able to give others their full attention so that they can understand their needs and ask the right questions, even in difficult or stressful situations. They can also use their listening skills effectively to communicate their own goals and to build strong relationships with others. In this course, you'll learn common misconceptions about listening, how to hone your listening skills, and what to do when you encounter roadblocks to active listening. You'll also learn how being receptive to what others are saying can go a long way to breaking down the barriers to clear communication.

Using Active Listening in Workplace Situations (.6 hours)

Active listening skills are used by professionals in a wide range of occupations to enhance their work. In this course, you'll learn listening skills that can help in the workplace, and techniques for becoming an effective active listener.

Gaining a Positive Perspective on Feedback (.5 hours)

Though it's invaluable, getting feedback can sometimes be a difficult process. Adopting a positive mindset can make all the difference. This course will teach you how receiving feedback differs from getting simple praise or criticism. You'll discover how listening to constructive feedback with a positive mindset can help you to manage your reactions and responses. You'll also learn how applying feedback can help your professional growth and self-development.

Foundational Competencies

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies](#) page. This certificate assisted you in developing the following competencies:



Professionalism and Self-Management