

## **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. It was designed for all employees who wish to gain or improve upon their conflict resolution skills. Participants were required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course.*

### ***The Many Approaches for Facing Workplace Conflict* .5 Hours**

When facing conflict at work, you need to adapt to the situation. In this course, you'll learn about the most common conflict styles, how to adapt your personal conflict style, and when to use an appropriate conflict style in a given situation. You'll also learn how to handle conflict with difficult individuals.

### ***Facing and Resolving Conflict in the Workplace* .5 Hours**

Workplace conflict won't go away on its own; you need a plan to address it. In this course, you'll learn about sources and signs of conflict, a process for resolving it, and ways to get the process back on track if difficulties arise.

### ***Listening Even When It's Difficult to Listen* .5 Hours**

Successful people are generally trained, excellent listeners. 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 listening.

### ***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.

### ***Difficult People: Why They Act That Way and How to Deal with Them* .5 Hours**

Anything taken to an extreme can be a liability, and this is true of human behavior. Confident, cautious, or energetic people can also be annoying or problematic when their behavior is over-the-top. Consistently negative people, with glasses that are always "half-empty," can wear you down. In this course, you will learn to recognize characteristics of difficult people "types," and to respond to them effectively by understanding the motivations behind their behaviors.

### ***Difficult People: Strategies to Keep Everyone Working Together* .5 Hours**

While it's best to manage your emotions when dealing with difficult people, there are interpersonal strategies and skills you need to engage and work with a difficult person. By learning how to focus on goals, give feedback, and manage conflict, you can work with difficult people more effectively.

### ***Navigating the Workplace with Emotional Intelligence* .4 Hours**

Emotional intelligence in the workplace is everyone's responsibility. In this course, you'll learn about the role of emotional intelligence in workplace activities, conflict and stress management, influence and engagement, and teamwork.

***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.

***Acting with Diplomacy and Tact******.6 Hours***

People who communicate with diplomacy and tact can inspire confidence. In this course, you'll learn about developing diplomacy and tact, avoiding meltdowns and apologizing, developing empathy, and removing 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. In this course, you'll learn to navigate difficult work relationships, write diplomatic and tactful e-mails, and handle angry and manipulative co-workers.

***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.

**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 competency:

**Interpersonal and Customer Relations**