

# Conflict Resolution and De-escalation

## Beginner

### What is Conflict Resolution?

Our perspective of "conflict" is a result of our upbringing and our culture. This course examines several models of how people exhibit, and resolve, conflict-causing behaviors.



Bringing resolution to your conflicts - Conflict Resolution Foundations Video...

Learn the fundamentals of everyday workplace conflict resolution with communication practices that help you solve problems, preserve relationships, and...

### Conflict Resolution Foundations with Lisa Gates

51 Minutes

## Intermediate

### How Can I Manage Conflict in My Role?

Don't suffer from "bystander effect". Learn how to proactively manage conflict when you see it in your workplace!



Working through conflict - How to Proactively Manage Conflict as an Employ...

To improve work, you need to improve your ability to work through conflict. Join veteran HR leader Laurie Ruettimann as she teaches you a framework to sol...

### Proactively Manage Conflict as an Employee by Laurie Ruettimann

26 Minutes

## Advanced

### How Can I Help My Team Resolve Conflict?

No matter how hard we try, at some point every team will experience conflict. This course will teach you ways to get them back on track!



Welcome - Managing Team Conflict Video Tutorial | LinkedIn Learning, formerly...

Managing team conflict is critical to your success and well-being. Learn how through checklists, exercises, and role plays.

### Managing Team Conflict with Henna Innam

1 Hour 10 Minutes

