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.

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!

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!