

# Looking for More?

## Intense Situations

"How Do I De-Escalate When Emotions Are Running High?"

Learn tried-and-true techniques used by hostage negotiators to de-escalate and find compromise in any situation.

**Communicating Through Disagreement with Michael Shermer**

39 Minutes



**Having impossible conversations - Communicating through Disagreement...**

Join Michael Shermer and Madecraft for an in-depth discussion in this video, Having impossible conversations, part of Communicating through...

## Management

"How Does Conflict Resolution Look Different in a Managerial or Leadership Role?"

Being a Manager or Leader in your workspace changes the dynamic of conflict resolution. This course gives great examples of how to approach tough conversations.

**Managing Conflict with Fred Kofman**

59 Minutes



**How you handle the conflict makes the difference - Fred Kofman on Managing...**

NA

— Updated 1 Oct 2017

## Preventative Measures

"I Wish People Could Just Get Along!"

The best way to resolve conflict is *before* it happens. This course explores how we can create, and maintain, a civil workplace for everyone.

**Teaching Civility in the Workplace with Catherine Mattice Zundel**

50 Minutes



**Training for a civil workplace - Teaching Civility in the Workplace Video Tutorial |...**

Harassment training is all about what not to do. It's time to focus on what to do, which is treat each other with civility and respect.

