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.

<u>Communicating</u> <u>Through</u> <u>Disagreement</u> <u>with Michael</u> <u>Shermer</u>

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.



<u>Managing Conflict</u> with Fred Kofman

59 Minutes

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

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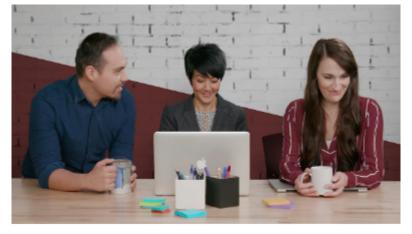
Preventative Measures

"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.

<u>Teaching Civility</u> <u>in the Workplace</u> <u>with Catherine</u> <u>Mattice Zundel</u>

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.