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

**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

**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