



## Conflict Resolution Skills

Tense, emotional, and awkward situations can wreak havoc in the workplace by escalating stress and undermining productivity. This course will help you resolve difficult or uncomfortable situations and turn disagreements into productive workplace discussions.

- Learn to conduct a conversation with another person that helps each of you to be heard and reach a mutually acceptable solution.
- Practice proven conflict resolution strategies that emphasize actionable decisions over emotional responses.
- Understand how to build and mend relationships in the wake of tense situations.



### Boost Morale, Increase Efficiency, and Improve Results

Through instructor-led discussions, small group activities, and role playing, you will have multiple opportunities to practice the conflict resolution skills needed to boost morale, increase efficiency, and improve results within your organization.

#### SKILL IMMERSION

##### COMPETENCIES

- Conflict Management
- Interpersonal Skills
- Resilience
- Oral Communication
- Problem Solving

##### TUITION

\$2,600 Non-Residential

##### DATES

Jun 20–23, 2017 . . . . .Oklahoma City, OK

##### CLD LOCATIONS

Eastern Management Development Center (EMDC) in Washington, DC

The EMDC training facility is located at the Learning Center in the Theodore Roosevelt Federal Building in downtown Washington, DC.

Federal Executive Institute (FEI) in Charlottesville, VA

The FEI facility is located in a campus setting near the University of Virginia and the Blue Ridge Mountains, approximately two hours southwest of Washington, DC.

Western Management Development Center (WMDC) in Denver, CO

The WMDC training facility is located in the heart of the downtown Federal District in Denver just three blocks from Denver’s famous 16th Street Pedestrian mall.

To register, please visit the course page:  
[HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=44](https://leadership.opm.gov/programs.aspx?c=44)



*“This program provided excellent tools to handle difficult conflicts and conversations.”*

## Register Now for Conflict Resolution Skills

This course is designed for Federal leaders and employees who want to transform uncomfortable workplace conversations and conflicts into productive solutions.



### Effective Approaches to Handling Difficult Circumstances

- Learn to identify and resolve various conflicts through case studies and practices geared toward real-life situations.
- Practice proven approaches to conflict resolution by changing emotional responses to actionable decisions.
- Explore how to build and mend relationships after “lose-lose” or “win-lose” situations.
- Identify ways you can achieve mutually acceptable results for everyone involved.
- Develop strategies for approaching real conflict situations in your organization.
- Learn to maintain composure around difficult people and minimize their negative impact.

*“The course provides valuable tools and techniques to deal with conflict both in the workplace as well as my personal life.”*

#### SKILL IMMERSION

##### LEAD

This course meets the requirements for the Project/Team Lead, and Supervisor levels of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to <http://cldcentral.usalearning.net/mod/page/view.php?id=249>

##### RECOMMENDED PRIOR COURSES

Leadership Assessment Program I

Leadership Assessment Program II

##### SUGGESTED FOLLOW-ON COURSES

Communicating Face to Face

Coaching and Mentoring for Excellence

To register, please visit the course page: [HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=44](https://leadership.opm.gov/programs.aspx?c=44)

## Two Ways to Register

1. Register online at the secure Leadership website: <https://leadership.opm.gov>. Initiate your program registration online with your Government Purchase Card payment, the fastest way to reserve your place. You will receive confirmation of your paid registration within 3–5 business days.
2. Use the registration forms and SF-182s (except Leadership for a Democratic Society). Fax the forms to 478-757-3057



UNITED STATES OFFICE OF  
PERSONNEL MANAGEMENT

<http://leadership.opm.gov>

Customer Service Office

888-676-9632 or 202-606-0008

Fax: 478-757-3057

e-mail: [register@opm.gov](mailto:register@opm.gov)