Conflict Management

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The purpose of the course is to provide practical, hands on, experience in conflict management. The course will focus on how conflict management can be used in a variety of work settings. The course features an interactive discussion led by an expert in conflict management.

Learning Objectives

• Define conflict and resolution
• Know how to structure a conflict management process
• Be able to feel more confident about approaching conflicts

Competencies

• Bioterrorism and Emergency Readiness
  o Apply creative problem solving and flexible thinking to unusual challenges within his/her functional responsibilities and evaluate effectiveness of all actions taken.

• Core
  o Listens to others in an unbiased manner, respects points of view of others, and promotes the expression of diverse opinions and perspectives

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