
CONFLICT MANAGEMENT

This program is offered to Organizations that recognize today the necessity of strategically managing internal conflict. The program provides participants with the latest information and procedures needed for mediating of even preventing conflicts – and fostering teamwork – in the workplace. Access is open to everyone and students may begin the program at any time. This course is provided in online classroom, with on-to-one faculty mentoring.

The Conflict Management qualification program offers the:

1. Certificate of Knowledge in Conflict Management

To receive the certificate in Conflict Management program, a student must complete the curriculum shown below for the applicable option.

CONFLICT MANAGEMENT

AIM

Conflict resolution is gaining importance as a strategic management issue. This program is providing specific mediation skills and managerial tools for successfully preventing, managing, and resolving workplace conflicts. Before minor skirmishes become full-blown wars, this course will help you to learn the primary tasks of preventive mediation, practical tools for mediating conflicts between others, and proactive techniques to frame conflicts as both-gain opportunities.

OBJECTIVES

Upon completion of this program, candidates should be able to:

- Recognize and analyse Conflicts.
- Resolve any conflict.
- Resolve conflict between others.
- Resolve conflict between yourself and another.
- Resolve Team Conflict.
- Mediate all the time to prevent conflicts.
- Strategically manage organizational conflicts.

RELEVANT TEXTS

All relevant texts are available in Student's classroom. When you enter your classroom, you will

note links for the course syllabus, assignments, etc. Also there is a link to e-mail your professor/instructor. All course materials are copy written and owned by the professor/instructor.

ONE TIME ALL INCLUSIVE
FEE: € 480

ADDITIONAL INFORMATION

You have 12 months from the date of purchase to complete your course. However, this course is designed to be completed in 6 weeks time.

STUDY GUIDE

1. WHAT IS A CONFLICT?
2. WHAT IF THERE IS A CONFLICT?
3. CONFLICT RESOLUTION
4. PREVENTING CONFLICTS
5. STRATEGIC MANAGEMENT OF CONFLICT

EXAMINATIONS & GRADING

Students should refer to Instructor's messages for weekly assignments and discussion questions. Weekly assignments and the final paper will be graded as follows:

- 90-100% = A
- 80-89% = B
- 70-79% = C
- Below 70% = Fail