



CONFLICT MANAGEMENT CERTIFICATE

The Conflict Management Certificate offered by Resolution Skills Centre is a 22-day comprehensive certificate in Conflict Resolution. The certificate requirements are as follows:

Certificate Enrolment / Application Fee: \$100

Enrolment in the certificate program entitles participants to 10% off Core Skills Courses.

Please note this information is based on the 2016-2017 calendar year.

	<u>Number of Days</u>
<u>Core Skills Courses</u>	
Introduction to Conflict Resolution: Dealing with Difficult People	2
Dealing with Anger	2
Culture and Conflict	2
Coaching for Resolution	2
Sub-Total:	8
<u>Conflict Management Courses</u>	
Mediation Skills for Leaders	2
8 more days of Conflict Management Skills	8
Sub-Total:	10
<u>Elective Skills Courses</u>	
4 days of Elective Skills Courses	4
Sub-Total:	4
Total:	22

TRAINING CATEGORIES OVERVIEW

Core Skills - *All 8 days of core skills are required for all certificates*

Introduction to Conflict Resolution: Dealing with Difficult People – 2 Days

Culture and Conflict – 2 Days

Coaching for Resolution – 2 Days

Dealing with Anger – 2 Days

Conflict Management Skills - *10 days required for the Conflict Management Certificate*

Mediation Skills for Leaders – 2 Days (required)

Building Respectful Workplaces – 1 Day

Communication at Work – 1 Day

Dealing with Bullies – 1 Day

Dealing with Change: Managing Ourselves – 1 Day

Dealing with Change: Leading Others Through Organizational Change - 1 Day

Effective Feedback – 2 Days

Effective Leadership in Conflict – 2 Days

Emotional Intelligence – 1 Day

Generations at Work – 1 Day

Leading Meetings – 1 Day

Managing Unresolvable Problems – 1 Day

Elective Skills - *4 days are required for all certificates*

Assertive Communications – 1 Day

Building Personal Resilience – 1 Day

Building Consensus – 1 Day

Building Trusting Organizations – 1 Day

Coaching for Performance – 1 Day

Dealing with Power – 1 Day

Foundations in Leadership Development Level 1 – 1 Day

Foundations in Leadership Development Level 2 – 1 Day

Foundations in Collaborative Leadership – 1 Day

High Stakes Conversations – 2 Days

Introduction to Mediation – 2 Days

Mediation Skills 1 – 3 Days

Mediation Skills 2 – 3 Days

Mediation Practice – 2 Days

Strengths Based Approaches in the Workplace (Appreciative Inquiry) – 1 Day

Transforming the Argument - 1 Day

*Completion of 5 different Lunch & Learns can be combined towards 1 Day of elective skills.

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