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Conflict Resolution

Effective conflict management is an essential skill for every leader and aspiring leader. When harnessed productively, conflict can be a force to build both company culture and competitive advantage.

This certificate will equip you to surface issues within your workplace and successfully navigate challenging conversations with direct reports, peers, or supervisors where emotions run high and positive outcomes are critical. You'll master the skills needed to assess, scope, and diagnose issues from all sides, understand different personal styles, and implement a proven problem-solving approach to find workable resolutions that strengthen relationships and results.

Students who successfully complete all 4 courses in this certificate program receive a Conflict Resolution Certificate from Cornell University's ILR School.

Cornell's ILR School will also grant .6 Professional Continuing Education Units (CEUs) to each student who successfully completes each course.

Who Should Enroll

Anyone managing teams, supervising employees, and interacting in professional settings who needs to more effectively resolve conflict

Inside the Program

- This certificate consists of 4 two-week courses.
- Students spend approximately 3-5 hours on each course per week.
- Lectures, text transcripts, readings, discussions, and projects are accessible 24 hours a day for three weeks each.
- Courses include multiple choice quizzes and instructor-moderated discussions. A final project is required for each course, allowing you to practice what you've learned in a real-world context.
- Expect plenty of opportunities for collaboration and networking with fellow participants both during and after your courses.

You can finish your certificate in as little as 2 months.

What You'll Learn:

- Identify the factors contributing to a conflict or challenging conversation, taking your lens and the other party's lens into consideration

- Practice basic question techniques to check your conflict diagnosis

- Recognize the effect of conflict styles and strategically select the best approach for a given situation

- Determine the problem, interests, and criteria for successful resolution

- Separate out performance issues and conflicts that need stronger action

- Practice facilitating a challenging conversation that maintains civility and fosters positive outcomes

- Define next steps and follow-up needed after a challenging conversation

**To register today,
visit: www.ecornell.com/nao**

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Core Courses Include:

Diagnosing Workplace Conflict (ILRSC511)

After completing the course, you'll have the tools and skills to fully diagnose any conflict in your life. You'll also be ready to determine if a conflict is worth addressing, which sets you up to successfully use a problem-solving approach to resolve a conflict.

- Identify an issue in your workplace and confirm it is a conflict
- Recognize the effect of conflict styles

Applying a Problem-Solving Approach to Conflict (ILRSC512)

In this course, you'll look at how to best handle a fully diagnosed conflict using a problem-solving approach. A common issue we'll address is jumping to solutions before understanding the scope of the conflict and the needs that will have to be addressed to resolve it.

- Determine the scope of the conflict and how to proceed
- Implement and monitor a measurable solution

Leading Challenging Conversations (ILRSC513)

Leading challenging conversations is about facing your discomfort and dedicating yourself to the conversation that needs to happen. You'll learn to identify issues that require a conversation, and to self check if you are the correct person to have the conversation.

- Prepare for a challenging conversation
- Define next steps and follow-up needed after a challenging conversation

Electives Include (Choose 1):

Leading Across Cultures (LSM595)

In today's marketplace, leading multicultural teams is becoming the norm. Learn the skills needed to assess your organization and your management style to ensure you're leading a diverse team in the best ways possible.

- Assess your perspective so that you can develop a broader understanding of how cultural rules, stereotypes, and assumptions inform the way you think and work
- Develop a greater awareness of three key cross-cultural dimensions: context, risk, and linear/parallel so that you understand why you think the way you do, which will lead to more effective interactions with people from other countries

Interpersonal Communication Skills (ILRME501)

To be the best manager you can, you must have good interpersonal skills. Learn what those skills are, how to evaluate your proficiency in each, and how to bolster them if needed.

- Learn how to identify how confident you are in yourself and your peers, and how to create a plan to improve a lack of confidence
- Learn ways to assemble the different dimensions of interpersonal communications and apply them to difficult conversations

Addressing Workplace Behavior Issues (ILRME505)

Learn how to effectively manage workplaces issues—including bullying, harassment, terminations, and accommodation requests—in order to foster a healthy, productive work environment for your team.

- Create a workplace atmosphere that reduces the occurrence of behavior issues
- Assess and resolve workplace behavior issues as they arise