



**Managing Conflict
Course Syllabus and Outline**

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The Close Group

Certificate of Completion for 15 hours of Recertification credit

A) Course Description:

The objective of this 5-week course is to provide students an opportunity improve their conflict management skills. Students will utilize the Communication Works! assessment tool to better understand how they approach conflict and understand the conflict dynamics of others.

"Understand the "secret" behind communication and conflict and how to turn it from destructive to constructive"

B) Course Objectives: Participants will be able to serve as a strategic business partner and facilitate strategic change through effective conflict management.

C) Student Expectations: Participants are expected to attend each class session. If you are unable to make a session, you are expected to make arrangements with the instructor to make up the course content. Participants are also expected to complete and turn in all of the application exercises, complete all tests, and participate in class activities. **Students will receive a certificate of completion for successful completion of the course.**

Class participation:

- Evidence of careful preparation and oral presentation of class members.
- Clarity and conciseness of recommendations.
- Strong and convincing quantitative and qualitative analysis and support recommendations.

D) Final Project

Conflict management in action:

Utilizing the Communication Works! assessment students will review the results for themselves and 3-5 peers to develop conflict management plan of action.

E) Text and/or Required Reading List:

Close, 2012, Strategic Solutions Toolkit, Snow Creek Publishing

Date	Topic	Assignment (To be completed before the next session)
Session 1	Introduction to psychology of communication , conflict, personal application and coaching essentials	
Session 2	Assertive Communication (Destructive to Constructive Conflict: what is REALLY going on. In-class simulation	
Session 3	Conflict and Breakthrough Strategies In-class simulation	
Session 4	Facilitation (objectives, tools and techniques) In-class simulation	
Session 5	Coaching for Results	Due: Managing Conflict Plan and Presentations