

Course Description:

We earn our reputations as leaders largely by the ways we prevent, manage and resolve conflict. It is recommended that participants in the Conflict Resolution Skills for Leaders Program take this course first as it provides a framework to help you critically reflect on leadership styles and ways to engage in the inevitable challenges that leaders face. The goal of this course is to lay the foundation for you to better realize the positive potential that conflict holds, and how you, as a leader, can establish a positive relationship with both your team and the conflicts that are part of work and life.

Course Objectives:

- Understand the cyclical relationship between our thinking, perceptions, responses and results in conflict situations.
- Increase awareness of the patterns of behavior of effective and less effective leaders.
- Learn a foundational framework to assess leadership styles and response patterns.
- Explore the potential positive impact that the concept of Restorative / WITH can unlock in terms of both your relationship “with” conflict and “with” others.

Course Content:

1.0 Introduction to the Fundamentals of Conflict Positive Leadership

1.0 Video 0:57 Minutes

1.0 Handout (1-page pdf)

1.1 Earning our Reputation

1.1 Video 8:06 Minutes

1.1 Handout (1-page pdf)

1.2 The Social Discipline Window

1.2 Video 13:47 Minutes

1.2 Handout (1-page pdf)

1.3 Forms of Authority

1.3 Video 10:30 Minutes

1.3 Handout (1-page pdf)

1.4 Call to Action: Fundamentals of Conflict Positive Leadership

1.4 Video 6:48 Minutes

1.4 Handout (1-page pdf)