

CONFLICT RESOLUTION CERTIFICATE

Program Description

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.

The courses in this certificate program are required to be completed in the order that they appear.

This program includes a year of free access to **Symposium!** These events feature several days of live, highly participatory virtual Zoom sessions with Cornell faculty and experts to explore the most pressing leadership topics. Symposium events are held several times throughout the year. Once enrolled in your program, you will receive information about upcoming events.

Throughout the year, you may participate in as many sessions as you wish. Attending Symposium sessions is not required to successfully complete the certificate program.

Key Takeaways

- 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

What You'll Earn

- Conflict Resolution Certificate from Cornell University's ILR School
- 40 Professional Development Hours (4 CEUs)
- 30 Professional Development Credits (PDCs) toward SHRM-CP and SHRM-SCP recertification
- 30 Credit hours towards HRCI recertification

Who Should Enroll

- Team managers
- Supervisors

Total Investment

- 2 months to complete all the courses

How To Enroll

For more information on how to enroll, please visit Conflict Resolution Certificate (<https://ecornell.cornell.edu/certificates/leadership-and-strategic-management/conflict-resolution/>).

Courses

Code	Title	Hours
eCornell ILRSC511	Diagnosing Workplace Conflict	0
eCornell ILRSC512	Applying a Problem-Solving Approach to Conflict	0
eCornell ILRSC513	Leading Challenging Conversations	0
eCornell ILR501	Mediation for Managers	0