INTERPERSONAL COMMUNICATION AND CONFLICT MANAGEMENT

Program Overview

In a world where technology is rapidly changing businesses, effective communication is becoming an increasingly important skill. Through the use of research and practice from the behavioral and organizational sciences, this course draws on a range of communication principles including self-awareness, empathy, inquiry, and expectation management to promote trust and rapport through improved communication skills. You’ll refine your personal leadership narrative by learning to communicate in productive ways and to guide conversations toward effective solutions.

In this course, you will learn to navigate difficult conversations objectively and with empathy. Build inquiry and communication awareness into your day-to-day interactions with colleagues. And enhance your professional relationships by evaluating your personal communication strengths and weaknesses.

Program Agenda

**DAY 1: FACULTY, DR. ALEXA CHILCUTT**

9am – Noon
Live Zoom Class
*Communication competence assessment & discussion*
*Communicating to build trust and rapport*
*Active listening methods*

1pm – 4pm
Asynchronous Content, self-paced assignments

**DAY 2: FACULTY, DR. ERIK HELZER**

9am – Noon
Asynchronous Content
Self-paced course preparation assignments

1pm – 4pm
Live Zoom Class
*Case discussion*
*Application of course material to conflict case*

**DAY 3: FACULTY, DR. ALEXA CHILCUTT AND DR. ERIK HELZER**

9am – Noon
Live Zoom Class
*Applying the “pillars” to COM peer-assessment*
*Application of active listening methods*

1pm – 4pm
Asynchronous: Post-course Assessments and Reflections
*Participants receive feedback from instructors on post-course assignments*