



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