



INTERPERSONAL COMMUNICATION AND CONFLICT MANAGEMENT

Program Overview

Communication impacts our individual and team relationships, ability to lead effectively, and goal accomplishment. 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. Interactive application of course concepts through individual and group exercises help participants learn to communicate in proactive and productive ways and to guide conversations toward solution-oriented outcomes.

In this course, you will learn to: 1) navigate difficult conversations objectively and with empathy, 2) build inquiry and communication awareness into your day-to-day interactions with colleagues, 3) and enhance your professional relationships by evaluating your personal communication strengths and weaknesses.

Program Agenda (In-person example)

DAY 1: FACULTY, DR. ALEXA CHILCUTT

9am - Noon

Communication competence self-assessment
Goals of effective communication (verbal and nonverbal)
Communicating to build trust and rapport

1pm - 4pm

Creating engagement through listening
Methods of active listening

DAY 2: FACULTY, DR. ERIK HELZER

9am - Noon

Skills for managing difficult conversations

1pm - 4pm

Case discussion
Application of course material to conflict case

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

9am - Noon

Integrative Application

1pm - 4pm

Putting the pieces together
