



# TEAM COMMUNICATION AND CONFLICT MANAGEMENT

## Program Overview

Communication impacts our individual and team relationships, and our ability to lead effectively and accomplish goals. 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 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.

Team Communication and Conflict Management can be taken as a stand-alone course or as a prerequisite for the Executive Certificate in Business Communication.

## Program Agenda

<b>DAY ONE</b>	Dr. Alexa Chilcutt	<b>9 a.m. - Noon</b>	<ul style="list-style-type: none"> <li>• Communication competence self-assessment</li> <li>• Goals of effective communication (verbal and nonverbal)</li> <li>• Communicating to build trust and rapport</li> </ul>
		<b>1-4 p.m.</b>	<ul style="list-style-type: none"> <li>• Creating engagement through listening</li> <li>• Methods of active listening</li> </ul>
<b>DAY TWO</b>	Dr. Erik Helzer	<b>9 a.m. - Noon</b>	<ul style="list-style-type: none"> <li>• Skills for managing difficult conversations</li> </ul>
		<b>1-4 p.m.</b>	<ul style="list-style-type: none"> <li>• Case discussion</li> <li>• Application of course material to conflict case</li> </ul>
<b>DAY THREE</b>	Dr. Alexa Chilcutt and Dr. Erik Helzer	<b>9 a.m. - Noon</b>	<ul style="list-style-type: none"> <li>• Integrative application</li> </ul>
		<b>1-4 p.m.</b>	<ul style="list-style-type: none"> <li>• Putting the pieces together</li> </ul>