



Handling Conflict and Confrontation

Product Id (077269)

🕒 1h 39m 33s | 📁 Leadership & Management | 📦 1 module(s) | 📶 All

There's no escaping conflict in the workplace, at home or with your personal relationships. Whenever diverse individuals work together, there are bound to be differences of opinion, miscommunication and unwelcome criticism - even out-and-out confrontations. In this solution-based interactive media, you'll find proven tactics to help you defuse volatile situations and remain in control when tempers flare and emotions overheat.

A Certificate of Completion can be earned by scoring 80% or better on all Post-Assessments. A Badge can be earned by scoring 90% or better on all Post-Assessments.

Course content

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Handling Conflict and Confrontation		🕒 49m 33s	Open
📄 Pre-Assessment			
Understanding Conflict		🕒 9m 17s	Open
Types of Conflict		🕒 6m 48s	Open
Stages of Conflict		🕒 4m 53s	Open
Managing Conflict		🕒 6m 28s	Open
Maintaining Relationships		🕒 10m 21s	Open
Emotions of Conflict		🕒 7m 12s	Open

Our Why

It’s all about the “Why”. At LearnKey that is Improving Employability Every Day. How we do that is through in-demand workforce solutions including career certification programs & learning solutions for every type of enterprise.

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