Conflict Resolution
Course Syllabus

Course Overview

Description

Interpersonal conflict is a natural outcome of people working together. Contrasting work styles or simple personality differences can escalate a minor irritation into an office altercation with far-reaching, negative ripple effects. Left unchecked, this negativity can have costly consequences in lost productivity and increased employee turn-over, or potentially even escalate out of control. This course will teach your employees how to CATCH interpersonal conflict early and manage it long before it gets out of hand.

Duration: Approximately 25 min

Objectives

After you complete this course, you will be able to:
- Define conflict
- Describe the results of unresolved conflict
- Understand how to CATCH conflict

Required Materials

The course contains all required materials. No additional materials are necessary.

Course Outline

Introduction

- Scenario practice
- Course overview
- Course objectives

Module 1: Define Conflict

- Definition
- Words and feelings of conflict
- Source of conflict

Module 2: Unresolved Conflict

- Results of unresolved conflict
- Potential results of conflict

Module 3: Resolving Conflict

- CATCH Model
- The ripple effect
- Scenario practice
- Summary

Course Administration

Earning Your Certificate

The course provides you with multiple attempts to pass the final assessment. You must receive a score of 70% or better to receive your Certificate of Completion. If you do not pass the assessment, it is recommended that you review the course and accompanying materials before you retake the assessment.

Completion Deadline

You have 12 months from the subscription date to complete the course. You may complete the course at any time during this period.

Policies

All learners must be honest and forthright in their professional development activities. Learners are expected to complete their own coursework.

Course Contributions

AllRegs® by Ellie Mae courses are developed through the combined efforts of industry experts, instructional designers, and course developers.

Technical Requirements and Support

You must have an Internet connection and an Internet browser that supports the course files. Refer to the Ellie Mae Academy FAQs to ensure your browser supports our courseware, and to address any additional questions you may have.

Course Help

For additional assistance, email learning@elliemae.com. Please provide the following details:

- Course title
- Related screen number(s)

- Browser and version
- Your contact information