

Office of CONTINUING EDUCATION and PROFESSIONAL DEVELOPMENT



CERTIFICATE IN CONFLICT RESOLUTION

DESCRIPTION OF CERTIFICATE

Conflict and dispute are a natural part of life. Conflict itself can be a healthy thing, but it also can be very destructive. How conflict and dispute are resolved can ultimately determine the success or downfall of your work environment.

The *Certificate in Conflict Resolution* program will provide the practical skills required to turn conflict in the workplace into a positive, instead of allowing it to decay morale and productivity. Areas such as conflict theory, managing different types of people, communication within conflict, having difficult conversations, restorative dialogue plus Indigenous approaches to conflict resolution, will be examined and discussed in detail. At the end of the Certificate, you will have both the skills and knowledge to take conflict and create a positive workplace because of it.

WHY TAKE THIS CERTIFICATE?

Conflict, if not properly resolved, can lead to serious riffs that have harmful effects on relationships and the work environment. By taking the *Certificate in Conflict Resolution*, you will have the knowledge and tools to ensure conflict arising within your workplace will not lead to a destruction-in-workplace morale, and it can help propel you to higher levels of productivity and morale within the work environment, potentially saving your organization in many ways.

COURSES OVERVIEW

FOUNDATIONS OF CONFLICT RESOLUTION (12 HOURS)

This course introduces the core concepts and skills essential for effective conflict resolution. Emphasis is placed on understanding defensive responses to perceived threats and learning to manage these reactions constructively. Participants will explore their personal conflict styles, recognize common conflict behaviors, and practice using curiosity to de-escalate tension and foster productive dialogue.

Learning Objectives:

- Define conflict and its roots in defensive responses to perceived threats.
- Identify personal and others' conflict styles.
- Recognize and manage conflict behaviors.
- Use curiosity to uncover underlying concerns in conflict situations.
- Build skills to support constructive conversations and resolution.

COMMUNICATION WITHIN CONFLICT (6 HOURS)

This course strengthens communication skills in conflict situations. Participants will practice managing disruptive behaviors, active listening, and applying curiosity to understand underlying issues. Key strategies include asking effective questions, verifying interpretations, and facilitating challenging conversations to achieve positive outcomes.

Learning Objectives:

- Identify and manage behaviors such as defensiveness, interruption, and over-reassurance.
- Practice active listening and confirm interpretations.
- Use curiosity to ask insightful questions and uncover deeper concerns.
- Facilitate difficult conversations by acknowledging perspectives and guiding dialogue.
- Work through real-world scenarios and situations with the assistance of experienced conflict coaches

HANDLING DIFFICULT CONVERSATIONS (6 HOURS)

This course provides tools for navigating challenging conversations with clarity and confidence. Participants will learn to prepare effectively, communicate their perspectives, and explore what matters to all parties. The focus is on identifying underlying needs, concerns, and values to reach constructive outcomes.

Learning Objectives:

- Prepare for difficult conversations with clear intentions.
- Communicate perspectives and actively listen to others.
- Identify underlying needs, concerns, hopes, and values.
- Use curiosity to explore shared interests and guide discussions.
- Regulate emotions and sustain constructive communication.

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RESTORATIVE DIALOGUE (12 HOURS)

This course explores the principles of restorative justice, with a focus on using dialogue to address harm and conflict. Participants will learn to lead restorative processes that engage all stakeholders, foster mutual understanding, and support community healing. A trauma-informed, respectful approach is emphasized throughout.

Learning Objectives:

- Understand the philosophy and principles of restorative justice.
- Identify the needs and roles of stakeholders in conflict situations.
- Facilitate restorative dialogues that address core concerns.
- Develop agreements that repair harm and rebuild relationships.
- Apply curiosity, mutual respect, and trauma-informed practices.

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