

## FGC12-19 Workplace Conflict Solutions Certificate \$649 Avg. 48 Hours

Individual courses \$319

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In today's business environment, employers expect employees to have a solid set of interpersonal skills. The ability to solve problems quickly and effectively is a critical interpersonal skill well worth developing. First, find out how to deal with difficult personalities and broach challenging subjects in the workplace. Gain skills to be an effective team member and leader in the workplace by taking control of the conversation, managing your reactions, and navigating problematic interactions with ease. Then understand how to approach the delicate matter of bullying in the workplace. Both females and males need to understand about relational aggression in the workplace. Finally, develop problem solving skills and find out how to recognize problems and deal with them more appropriately. You will take home techniques relevant for any organization or group context, but can also be easily adapted to work at an individual level.

### Individual Courses

#### **Dealing with Difficult People in the Workplace**

Dealing with difficult personalities and broaching challenging subjects is a workplace necessity and takes skill, tact, and confidence. Gain skills to be an effective team member and leader in the workplace by taking control of the conversation, managing your reactions, and navigating problematic interactions with ease. These skills will guide you to find your voice and communicate effectively in workplace interactions, making day-to-day interactions run smoothly.

#### **Female Bullying in the Workplace**

Recently we have seen an upsurge of individuals claiming bullying in the workplace. The phenomenon of females being bullied by other females has been discussed in recent years in the media but little has been done to combat or try to deal with the problem. Both females and males need to understand about relational aggression in the workplace. This course is designed to not only help you understand this growing issue but to also help you to not become a victim of workplace bullying.

#### **Creative Problem Solving**

In today's business environment, employers expect employees to have a solid set of interpersonal skills. The ability to solve problems quickly and effectively is a critical interpersonal skill well worth developing. Using the problem solving model in this course will enable you to be more successful. Interpersonal and business relationships fail because of poor problem solving. Find out how to recognize problems and deal with them more appropriately. You will take home techniques relevant for any organization or group context, but can also be easily adapted to work at an individual level.



#### **About online learning**

Online learning is a fun, enjoyable and very productive way to learn. Millions of people are learning online each year. You will engage with the instructor and other participants. You will get to know your instructor and other participants. You may make friends. It's easy. It's fun.



#### **How the Course Works**

It is easy to participate in your online course. After you register, you will be given a web address to go to get into your online classroom. You will have a password and use your email address and password to gain access.

Once inside the online classroom, here's what you can expect.



### **Participate when you want**

You can participate any time of day or evening. The online classroom is open 24 hours a day, 7 days a week.

There are no live real-time requirements or meetings. You decide when you participate.

For the best learning, participants should log into the course on 2-3 different days of the week.



### **What you will do**

For each Unit, you will:

- Access the online readings
- Listen to the audio presentation for the Unit and view the slides
- Take a self-quiz to see how much you have learned
- Engage in written online discussion with your instructor and other participants

For best learning, you should make one or more comments at 2-3 different times each day.

The content (readings, audio lectures, slides) and self quizzes are accessible for the entire course, so you can work ahead, or go back and review again, at your convenience.



### **Discussion**

The Discussion for each Unit lasts one week. All comments are made in writing and can be made at any time of the day or night.

Your instructor will log into the Discussion area at least once a day and answer questions, make comments, and respond to comments by you and the other participants.

We encourage you to make 2-3 comments each day to maximize your learning and enjoyment of the course.

***It's easy. It's fun.***