

Conflict to Collaboration: A Toolkit for Success!

Description

The dynamics within the college community that you serve are complex and multifaceted. Each day presents a variety of situations whereby you need to effectively communicate and collaborate with students, fellow employees and the general public. While most interactions are positive, there are often challenging situations which make it difficult to interact positively and productively. This online learning module will introduce you to a variety of useful techniques and strategies that you can use to identify and manage conflict situations, helping you to communicate respectfully, confidently and successfully. Through various self-reflection exercises and discussions with college participants in the Eastern Region, you will analyze problem situations and develop techniques for responding effectively.

Outcomes

*Use personal reflection and problem resolution tools and techniques to turn conflict situations into opportunities for positive client interactions

*Listen to clients with respect and genuine interest and help to build rapport in a diverse client service setting

*Acknowledge each service request from the client's perspective and respond effectively and with caring

*Project a positive attitude, a willingness to help and use service-oriented language to communicate and gain clients' confidence

*Understand various important elements of diversity and develop strategies for responding appropriately

*Apply the required knowledge, skills and attitudes to successfully close the client communication loop

Registration:	by October 25 th , 2010 4:00 p.m.
Orientation to Web CT:	November 1 - 5, 2010
Module Duration:	November 8 - December 10, 2010
Module Hours/Week:	Approx. 2 – 3 Hrs

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