LEARN HOW TO RESOLVE CONFLICTS

No one likes conflict, whether it's at home or in the workplace.
Conflict can cost organizations money or even damage relationships.

The conflict resolution programs, through continuing education at Mount Royal University, teach students to manage conflict effectively and constructively.

“Students are always pleasantly surprised when the skills they learned in the classroom can be applied in both a professional setting, and at home when dealing with their children or spouses,” says Dimitra Fotopoulos, program co-ordinator.

“The skills are relevant and can be applied into practice immediately.”

The conflict resolution program is a 220-hour certificate that teaches students about mediation and negotiation techniques.

“Mediation skills are so important for anyone working with people to have,” Fotopoulos says. “They allow you to apply your skills and assist in conflict situations before they may escalate, saving time and money.”

All the instructors have practical experience, and most courses have conflict resolution coaches who support the instructor, which allows for students to have immediate feedback and support from trained professionals.

“Successful completion of the program will enhance a student's tool kit and provide them with skills they can apply in any conflict situation both professional or personal,” Fotopoulos says. “The great benefit is that they will learn techniques that they can apply immediately in the workplace or at home to become better communicators and listeners.”

Courses are primarily available at the MRU campus, but some courses are also available online and in a blended format.

For more about the MRU conflict resolution programs, visit conted.mtroyal.ca/conflict

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