

Executive Professional Development

Certificate in Managing Conflict

HIGHLIGHTS

You will:

- Develop the skills you need to approach workplace conflict with confidence.
- Learn key concepts and strategies to resolve conflict effectively.
- Discover your individual approach and improve your communication skills.

Format | Online

Fee | \$2,625

CERTIFICATE OVERVIEW

Conflict is something everyone avoids, but avoidance does not help. The best solution is to develop skills and knowledge so that you can approach conflict with confidence. The *Certificate in Managing Conflict* is a natural fit. Explore key strategies, concepts and methods used to address and resolve conflict effectively. Minimize the impacts on situations, on yourself and others, and contribute to healthier personal and work relationships. Focus on your individual attitudes and approaches to conflict resolution with effective communication skills. Learn conflict coaching and the impact of technology and conflict resolution. The *Certificate in Managing Conflict* will have a large element of practice, application and feedback using role plays, exercises and simulations.

REQUIREMENTS:

- *Foundations of Conflict Resolution* must be completed before starting the electives.
- *Participants must complete the required seminar and two electives within a two-year period.*

COURSES

REQUIRED:

Foundations of Conflict Resolution

November 24 - 26, 2025 (Online)
March 23 - 25, 2026 (Online)

Learn how we deal with conflict and the effective communication skills used in resolving conflicts effectively.

Facilitator:
Michael Petitpas, BEd, CRCert

ELECTIVES:

Managing and Resolving Conflict in the Workplace

January 14 - 16, 2026 (Online)
May 20 - 22, 2026 (Online)

Learn practical tools and approaches to respond effectively when conflict arises in your workplace.

Facilitator:
Patrick Ayleard, BA, LLB, CCRS, CPSL

Negotiation and Dispute Resolution

February 18 - 20, 2026 (Online)
June 15 - 17, 2026 (Online)

Get hands-on opportunities to negotiate, mediate and/or litigate and understand the techniques, strategies, and procedures used in contract negotiations and administration.

Facilitator:
Wendy R. Carroll, PhD, CPHR

Third Party Neutral - Facilitating a Collaborative Discussion

May 11 - 13, 2026 (Online)

Understand how you prepare, convene and support parties in conflict to create an effective and respectful workplace.

Facilitator:
Michael Petitpas, BEd, CRCert

Online Courses Fall 2025 - Spring 2026 run 9 am - 1 pm (Atlantic time)