

Constructive Conflict Management: *The Choices We Make (CCM)*

COURSE NUMBER FAA01318

For information about this course, contact:
FAA Program Manager
(386) 446-7251

DESCRIPTION AND LEARNING STRATEGY

Constructive Conflict Management: *The Choices We Make* is designed for participants to learn the theory behind conflict management strategies and gain practical experience in managing conflict through collaboration.

Methodologies include lecture, discussion, small and large group activities, self-assessment, and skill practices.

OBJECTIVES

- Recognize your conflict management style and the styles of others.
- Practice collaborating with others to address and resolve conflict.
- Practice communicating effectively during conflict situations.
- Employ techniques to proactively approach conflict.
- Employ techniques to diffuse conflict when it begins to escalate.
- Employ techniques to learn from conflict.
- Practice behaviors that promote effective, collaborative work relationships.

KEY COMPETENCIES

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|-------------------------------------|---|
| • Building Teamwork and Cooperation | • Interpersonal Relations and Influence |
| • Communication | • Problem Solving |
| • Integrity and Honesty | |

This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7154** to discuss options.

CLASS SIZE

18 participants

LENGTH 2 days
(Class times vary.)
12 hours

LOCATION

Customer site or
FAA Center for
Management and
Executive Leadership
Palm Coast, Florida

UPCOMING DELIVERIES

(see [FY13 Schedule](#))

WHO SHOULD ATTEND

FAA Managers

ENROLLMENT

To enroll, contact your line organization's training coordinator.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Frontline Manager Course-
Phase 3 (FAA01292)

Influence, Inquiry &
Implications
(FAA01249)

Labor Management
Relations (FAA01205)

Managerial Coaching and
Mentoring (FAA01299)

Middle Manager Course
(FAA01291)