

Please note the **REVISED** registration procedures.

**Center for Early Dispute Resolution
Training Announcement**

Course Title: (FAA01318) Constructive Conflict Management (CCM)

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

Instructional methods include lecture, discussion, small and large group activities and self-assessment.

Learning Objectives: Upon completion of the course, participants will be able to:

- Recognize personal 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 defuse conflict when it begins to escalate.
- Employ techniques to learn from conflict.
- Exhibit behaviors that promote effective, collaborative work relationships.

Multiple Course Dates:

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|----------------------|-------------------|--------------------|---------------------|
| December 11-12, 2007 | March 25-26, 2008 | June 24-25, 2008 | September 3-4, 2008 |
| January 3-4, 2008 | April 15-16, 2008 | July 1-2, 2008 | |
| January 23-24, 2008 | May 13- 14, 2008 | July 22-23, 2008 | |
| February 20-21, 2008 | May 28- 29, 2008 | August 19-20, 2008 | |

Prerequisite(s): None

Target Audience: FAA Managers

Scheduled Time/Location: 9:00-4:00 both days; all classes will be held in the Washington, DC area, metro accessible.

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| December 11-12, 2007; DOT, 1200 New Jersey Avenue, SE, (Navy Yard Metro), Washington, D.C., 20590, Room W58-111 (West Bldg., 5th Fl, Rm.111) |
| January 3-4, 2008; FOB 10A, Room 5A, 800 Independence Avenue, SW, Washington, D.C., 20590, |
| January 23-24, 2008; FOB 10A, Room 5B, 800 Independence Avenue, SW, Washington, D.C., 20590 |
| February 20-21, 2008; DOT, 1200 New Jersey Avenue, SE, (Navy Yard Metro), Washington, D.C. 20590, Conference Room 2, 2nd Floor, |

Locations to be announced for later courses.

Length: Two days, 16 hours.

Cost: No cost for tuition.

This course is a collaboration of The Center for Early Dispute Resolution (CEDR) and The Center for Management and Executive Leadership (CMEL) which is sponsored by AHR. Associated travel, lodging and per diem are the responsibility of the sending organization. Applicants outside the DC Metro area are responsible for locating and making reservations at a local lodging facility. The course is being held in a training center, not a hotel. Therefore, lodging is not available on-site. A variety of local hotels are located within walking distance of the training center.

Special Note: Enrollment is limited to 15 participants. Please contact *Constance White*, Training Specialist/Coordinator of The Center for Early Dispute Resolution, AOA-9 , 202-493-4964, for detailed course information or if you are a participant with special needs.

Registration is ongoing due to multiple dates.

Registration Instructions for All FAA Employees:

1. To request this course, contact your designated [Learning Coordinator](#).
2. Submit a completed [Training Request Form](#) to your Learning Coordinator, who will register you in eLMS.
3. A confirmation email will be sent to each participant once they have been registered in eLMS to attend the course.

Registration Instructions for Contractors:

FAA federal employees receive first priority in this course. Therefore, contractors will be placed on a waitlist. Any remaining seats will be filled on a first-come, first-serve basis.

1. Contractors must submit their name, telephone number, email address, organization/routing code, and company name via email to Constance.White@faa.gov to be added to the waitlist.
2. A confirmation email will be sent to each contractor added to the waitlist.

Please note: Not following the registration instructions may result in failure to fulfill your request to be added to the waitlist. For more information on contractor attendance, please visit FAA's Acquisition System Toolset ([FAST](#)).

Point of Contact: For questions about the course registration process or other general information needs, please contact *Constance White*, (202)493-4964 or Constance.White@faa.gov. If you can not access the training forms through the links above, please cut and paste the URL address below into your browser:

http://cmris.faa.gov/CMRIS_OFFICIAL/REF_DOCS/WorkforceDevelopment/DocumentMenu.asp

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