

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

### COURSE NUMBER    FAA01318

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

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### 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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| <ul style="list-style-type: none"> <li>• Building Teamwork and Cooperation</li> <li>• Communication</li> <li>• Integrity and Honesty</li> </ul> | <ul style="list-style-type: none"> <li>• Interpersonal Relations and Influence</li> <li>• Problem Solving</li> </ul> |
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This course may be customized for your organization in a ***fee-for-service delivery***. Call **(386) 446-7132** to discuss options.

### CLASS SIZE

15 participants

### LENGTH    2 days

(9:00 a.m. – 4:00 p.m.)  
12 hours

### LOCATION

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

### UPCOMING DELIVERIES

(see [FY09 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)

Labor Management  
Relations (FAA01205)

Managerial Coaching and  
Mentoring (FAA01299)

Middle Manager Course  
(FAA01291)

Systems Thinking  
(FAA01277)