

Introduction to Conflict Management (ICM)

COURSE NUMBER **FAA01286**

For information about this course, contact:
 FAA Program Manager
 (386) 446-7154

DESCRIPTION AND LEARNING STRATEGY

Introduction to Conflict Management is an introduction to the concept of conflict management. It is designed to build on the managerial competencies identified in the FAA's Managerial Success Profile (MSP). Specifically, ICM covers the theory behind conflict management strategies and the benefits of managing conflict through collaboration.

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

OBJECTIVES

- Recognize his/her conflict management style and the styles of others.
- Employ techniques to proactively approach conflict.
- Practice communicating effectively during conflict situations.

KEY COMPETENCIES

- | | |
|-------------------------------------|---|
| • 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) 446-7132** to discuss options.

CLASS SIZE

20 participants

LENGTH

4 hours
(Class times vary.)

LOCATION

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

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

FAA Managers

ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Constructive Conflict Management: The Choices We Make (FAA01318)

Frontline Manager Course-Phase 3 (FAA01292)

Labor Management Relations (FAA01205)

Managerial Coaching and Mentoring (FAA01299)

Middle Manager Course (FAA01291)