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Online conflict resolution courses offer a convenient and flexible way to enhance your knowledge or learn new conflict resolution skills. Choose from a wide range of conflict resolution courses offered by top universities and after this course you will be able to define what a mediation is and choose when to use it, list different types of mediation, identify typical challenges and difficulties that most mediators face, choose the adequate strategies within a repertoire of options, identify the do's and don'ts in mediation.

Effective conflict management is an essential skill for every leader and aspiring leader. When harnessed productively, conflict can be a force to build both company culture and competitive advantage. Resolving conflict in a positive manner is a skill that can be developed and practiced. Being heard can be one of the most important goals of someone engaged in conflict. Knowing how to listen and deploy appropriate communication tactics is determinative of whether a conflict will have a positive or negative resolution.

This certificate will give you the skills needed to navigate challenging conversations with a direct report, peer, or supervisor. Successfully handling difficult conversations and issues in the workplace will put you on a leadership track for success. Identify your values, blind spots, assumptions, triggers, and reactions when faced with difficult situations and learn to choose appropriate responses while acknowledging underlying interests and human identity needs. Use communication, negotiation, and conflict resolution techniques to facilitate conversations.

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Custom training bring a conflict resolution program to your organization in alignment with the mission of Global Peace Chain to address pressing global issues. We are proud to announce the launch of the Global Peace Camp, namely Leadership Management Conflict Resolution Certification at Selwyn College, Cambridge.

Within Peace and Conflict Studies, a definition of conflict resolution is presented in Peter Wallensteen's book *Understanding Conflict Resolution*. Conflict resolution is a social situation where the armed conflicting parties in a voluntarily agreement resolve to live peacefully with and/or dissolve their basic

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