



Conflict Resolution

SEHG-WPE-4736 · Business · approx. 11 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Workplace Essentials course covering conflict resolution. Self-paced lessons with applied exercises.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 11 instructional videos — 11 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English · Español

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — An Introduction to Conflict Resolution**
 - What is Conflict?
 - What is Conflict Resolution?
 - Understanding the Conflict Resolution Process
- **Module 3 — Conflict Resolution Styles with the Thomas-Kilmann Instrument**
 - Collaborating
 - Competing
 - Compromising
 - Accommodating
 - Avoiding
- **Module 4 — Creating an Effective Atmosphere**
 - Neutralizing Emotions
 - Setting Ground Rules
 - Choosing the Time and Place
- **Module 5 — Creating a Mutual Understanding**
 - What Do I Want?
 - What Do They Want?
 - What Do We Want?

- **Module 6 — Focusing on Individual and Shared Needs**
 - Finding Common Ground
 - Building Positive Energy and Goodwill
 - Strengthening Your Partnership
- **Module 7 — Getting to the Root Cause**
 - Examining Root Causes
 - Creating a Cause and Effect Diagram
 - The Importance of Forgiveness
 - Identifying the Benefits of Resolution
- **Module 8 — Generating Options**
 - Generate, Don't Evaluate
 - Creating Mutual Gain Options and Multiple Option Solutions
 - Digging Deeper into Your Options
- **Module 9 — Building a Solution**
 - Creating Criteria
 - Creating a Shortlist
 - Choosing a Solution
 - Building a Plan
- **Module 10 — The Short Version of the Process**
 - Evaluating the Situation
 - Choosing Your Steps
 - Creating an Action Plan
 - Using Individual Process Steps
- **Module 11 — Additional Tools**
 - Stress and Anger Management Techniques
 - The Agreement Frame
 - Asking Open Questions
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-WPE-4736 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built

on this course. Contact CEO@SynergyEducation.AI.