Leadership Academy: Conflict Management

INTRODUCTION

The nature of the work of CSD professionals is rife with the potential for conflict with key stakeholders, especially those who aspire toward leadership roles. While conflict may never be comfortable, understanding its causes and strategies to address it can relieve much of the stress it triggers. In this webinar, participants will better understand the nature of conflict, potential sources, and strategies to resolve and prevent it.

LEARNING OUTCOMES

You will be able to:

- Describe four major sources of conflict
- Explain how differences in perception contribute to conflict
- Identify effective responses to conflict

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PROGRAM HISTORY and IMPORTANT INFORMATION

To earn continuing education credit, you must complete and submit the learning assessment on or before August 14, 2021.

To see if this program has been renewed after this date, please search by title in ASHA’s online store at www.asha.org/shop.

This course is offered for 0.1 ASHA CEUs (Intermediate level, Related area).

STATEMENT ON EVIDENCE-BASED PRACTICE

It is the position of the American Speech-Language-Hearing Association that audiologists and speech-language pathologists incorporate the principles of evidence-based practice in clinical decision making to provide high-quality clinical care. The term evidence-based practice refers to an approach in which current, high-quality research
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evidence is integrated with practitioner expertise and client preferences and values into the process of making clinical decisions.

Participants are encouraged to actively seek and critically evaluate the evidence basis for clinical procedures presented in this and other educational programs.

*Adopted by the Scientific and Professional Education Board, April 2006*