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

Live webinar date: August 16, 2017
Reviewed: 2021
End date: August 18, 2026

To earn continuing education credit, you must complete and submit the learning assessment on or before August 18, 2026.

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