



Communication and Conflict Learning Pathway FY23

The expression, “it takes two to tango” can be updated to say, “it takes two to have conflict.” Given that interpersonal conflict involves you and at least someone else, the learning pathway* classes explore both dimensions: you and the other person(s). The classes also provide opportunities to help you move from awareness to action.

This pathway model is a matrix of the classes that together focus on each of four combinations of awareness of self and others and skills in problem-solving and skillful conversations in conflict situations.

Learning Pathway classes required to earn a certificate:

Relationships

- Civility in the Workplace⁴
- Developing Positive Relationships at Work¹

Self-Awareness

- Intercultural Conflict Survey
- What’s Your Conflict Style?
- Knowing Your Influencing Style²

Problem-Solving Skills

- Working with Difficult People⁴
- MC Services to Help You Handle Conflict

Conversation Skills

- Active Listening and Making Assumptions³
- Crucial Conversations for Dialogue^{2, 6}
- Reflective Listening: How to Hear and Be Heard for Successful Conversations

¹Also in Valuable Employee LP ²Also in Management LP ³ Also in Communicating Professionally in the Workplace

⁴ Also in Customer Service LP ⁶ Also in Change Management LP

The pathway classes are available to all employees through MC Learns as individual classes as well. If you are interested in achieving the certificate, the table below will help you plan your schedule. Not all classes are offered every year; it is at minimum a two-year plan.

Classes Scheduled for FY23:

Class name	Class Length and Format	Class Date(s)
Crucial Conversations for Dialogue	Five 2.5-hour classes, online	<ul style="list-style-type: none"> • September 26-30: 2-4:30 p.m. • June 20-23 <ul style="list-style-type: none"> ○ June 20-22: 2-4:30 p.m. ○ June 23: 9-11:30 a.m. & 2-4:30 p.m.
Civility in the Workplace	One 3-hour class, online	October 12: 8:45 a.m.-noon
Working with Difficult People	One 3-hour class, online	November 15: 1:15-4:30 p.m.
Intercultural Conflict Survey	One 3-hour class, online	<ul style="list-style-type: none"> • October 7: 8:45 a.m.-noon • October 15 (Saturday): 9 a.m.-12:15 p.m.
Knowing your Influencing Style	One 3-hour class, online	January 12: 8:45 a.m.-noon
Reflective Listening	One 3-hour class, online	February 21: 1:15-4:30 p.m.
What’s Your Conflict Style?	One 3-hour class, 122 Mannakee	April 17: 1:15-4:30 p.m.
Developing Positive Relationships at Work	e-course	On-demand
Classes not listed will be offered in FY24		

*A learning pathway is a series of identified classes that provides you with an in-depth exploration of a skill area. When completed, a certificate of learning is awarded to acknowledge your commitment to pursue the study and practice of a specialized area of professional development. Participation is paced to provide time to reflect upon your learning and integrate concepts and skills into your life and work.

Communication and Conflict Learning Pathway Class Overview:

Conflict and Communication Classes	Brief Class Description*
Active Listening and Making Assumptions <i>Facilitator: MC Ombuds</i>	Learn how to accept criticism instead of reacting with a flight-or-fight response and learn how to give criticism to help others correct mistakes and improve the quality of their work.
Civility in the Workplace <i>Facilitator: Nathalie Thompson</i>	What does civility mean and how do we create and maintain it in the workplace?
Crucial Conversations for Dialogue <i>Facilitators: Richard Forrest, Cynthia Mauris</i>	Develop skills in how to plan and have an effective and successful crucial conversation where the stakes are high, emotions are strong, and opinions are opposing.
Developing Positive Relationships at Work <i>Online—MC Learns e-courses</i>	Base work relationships on a common purpose and demonstrate actions that build trust and not erode it. Implement strategies to improve or survive relationships by setting boundaries and standing your ground.
Reflective Listening: How to Hear and Be Heard for Successful Conversations <i>Facilitator: James Boyle</i>	Learn the proven formula for successful listening to hear and be heard, explore the use of open-ended questions, and understand how to get a "that's right!" from the other person.
Knowing Your Influencing Style <i>Facilitator: John Egan</i>	Explore nine styles of influence and discover your preferred style noting when it is most and least effective.
Intercultural Conflict Survey <i>Facilitator: Herb Stevenson</i>	Complete an inventory to identify core approaches for resolving conflict across cultural differences, and practice effective methods to work with diverse groups.
MC Services to Help You Handle Conflict <i>Facilitator: MC Ombuds</i>	Navigate the various services and options MC has for you to manage those times when you have conflict in the workplace.
What's Your Conflict Style? <i>Facilitator: Christine Crefton</i>	Explore five ways you can approach conflict and discover your preferred way's advantages and disadvantages.
Working with Difficult People <i>Facilitator: James Boyle</i>	Examine types of difficult situations and explore strategies for dealing with people to attain a successful outcome.

* Complete class descriptions and outcomes are in MC Learns.



If you are completing a learning pathway, register to attend the Learning Pathway Certificate Reception on June 29, 2023, in MC Learns. Certificates of completion will be presented to honor your commitment to your professional development.

