

# Navigating Conflict: Communication through Values



An online course from



## Course Features:

- Pre and post tests
- Learning games
- Voice over
- Animation

## During the course participants will....

- Follow along and take notes in the accompanying participant guide
- Apply the material through interactive games and assessments
- Complete a survey to determine their individual conflict style
- Practice applying the conflict resolution skills they learn
- Take a final quiz to test their learning knowledge on navigating conflict

## Suggested Audiences:

- Collegians in leadership roles
- Advisors and Volunteers
- Headquarters staff
- National Council
- Chapter Consultants

## Course Objectives:

At the end of the course, participants will be able to:

- Define conflict
- List conflict style reactions and identify their primary style
- List the six steps of active listening
- Utilize active listening skills to listen actively to others during times of conflict
- Use I Messages to share feeling and suggest alternate behavior in times of conflict

### I MESSAGING

I Messaging is a form of assertive communication that uses the word "I" to convey a message. It is very powerful and does not turn the intended on the defensive as the statements don't seem pointed using the word "you".



### Understanding CONFLICT STYLE REACTIONS



## For more information:

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