



Communication and Conflict Learning Pathway FY24

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 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: Complete any 10 classes to earn a certificate.

Relationships

- **Becoming Conflict Competent**
- **Developing Positive Relationships at Work¹**
- **Growing Feedback to Feedforward²**

Self-Awareness

- Intercultural Conflict Survey⁶
- **What’s Your Conflict Style?**
- **Breathing through Conflict**

Problem-Solving Skills

- Working with Difficult People⁴
- MC Services to Help You Handle Conflict
- Problem-solving Styles (KAI)
- **Overcome Frustration to Build a Productive Workplace**

Conversation Skills

- **Pivoting for Active Listening³**
- **Crucial Conversations for Mastering Dialogue^{2, 6}**
- **Open Door: Crucial Conversations Reflections⁶**
- Reflective Listening: How to Hear and Be Heard for Successful Conversations

¹Also in Valuable Employee LP ² Also in Management LP ³ Also in Communicating Professionally in the Workplace ⁴Also 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 yearly; it is at least a two-year plan.

Classes Scheduled for FY24:

Class name	Class Length and Format	Class Date(s)
Overcome Frustration to Build a Productive Workplace	One 3-hour class, online	September 20: 1:30-4:45 p.m.
Open Door: Crucial Conversations Reflections	One 2-hour class, online	1. October 9: 3-5 p.m. 2. November 13: 9-11 a.m.
Pivoting for Active Listening	One 3-hour class, online	October 10: 1:30-4:45 p.m.
Crucial Conversations for Mastering Dialogue	Five 3-hour classes Online: Fall and Spring In-person: Winter	1. Fall: October 31, November 1, 7, 8, 14: 8:45 a.m.-noon 2. Winter: January 10-11: 8:45 a.m.-4:30 p.m. 3. Spring: February 19-23: 1:30-4:45 p.m.
Growing Feedback to Feedforward	One 3-hour class, online	December 6: 8:45 a.m.-noon
Becoming Conflict Competent	One 3-hour class, online	February 12: 1-4:30 p.m.
Breathing through Conflict	One 3-hour class, online	March 25: 1:30-4:45 p.m.
What’s Your Conflict Style?	One 3-hour class, online	April 17: 1:30-4:45 p.m.
Developing Positive Relationships at Work	e-course	On-demand

The classes highlighted in purple are new! Classes not listed in this table will be offered in FY25

*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*
Pivoting for Active Listening <i>Facilitator: Heather Fogg</i>	Loosen the grip on stories you hold by pivoting toward self-awareness and a focus on the future. Pivoting provides the pathway to open your curiosity and increase understanding in conflict communication.
Becoming Conflict Competent <i>Facilitator: Nathalie Thompson</i>	Learn about sources of conflict and conflict resolution strategies. Using the Conflict Dynamics profile explore your current and desired ability to respond to conflict and engage in activities to develop your conflict-responding skills and abilities.
Breathing through Conflict <i>Facilitator: Heather Fogg</i>	Your breathing is impacted when you experience conflict. Learn how you can intentionally use your breath to support you through conflict.
Crucial Conversations for Mastering Dialogue <i>Facilitators: Richard Forrest, Cynthia Mauris, Paul Miller</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.
Growing Feedback to Feedforward <i>Facilitator: Heather Fogg</i>	Although most people may personally value the perspective and information that performance feedback provides, fear and defensiveness can be tricky hurdles to overcome in the process for both givers and receivers of feedback. Everyone benefits when we adjust our feedback to become more feedforward.
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.
Open Door: Experiential Crucial Conversation <i>Facilitator: Richard Forrest</i>	Refresh your knowledge and challenge yourself to apply what has been learned in previous Crucial Conversations training. In these sessions, share your experiences and continue to develop abilities to manage difficult conversations with greater confidence and desired impact.
Overcome Frustration to Build a Productive Workplace <i>Facilitator: Cynthia Mauris</i>	There are some individuals with whom you don't want to work because they make you crazy. Learn how to unhook your emotions from this person and set boundaries. Take control of your own response.
KAI – Managing Problem-Solving Style Differences <i>Facilitator: Richard Forrest</i>	Learn and apply the Kirton Adaptation and Innovation theory to recognize dominant styles, manage differences and add creativity to problem-solving in diverse teams. Reconcile dilemmas to realize desired change.
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.
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.



When you complete a learning pathway, register in Workday for the Learning Pathway Certificate of Learning to obtain a form that you submit. When approved, you will receive your Certificate of Learning. Make a commitment to your professional development.