

Conflict Management: Staff-to-Staff

Estimated time to complete: 20 minutes

Course Description

SafeColleges' Conflict Management: Staff to Staff course provides basic conflict management skills training for all school or school district employees. This course describes the most common reasons for conflicts among co-workers in school; teaches the most effective techniques to resolve common disagreements; and helps staff members use problem-solving strategies to keep a conflict from escalating. In addition, the course includes an excellent array of support resources for instructors and printable reference materials for course-takers.

Common Themes

- Appropriate for all staff – professional and support
- Provides a basic primer on conflict resolution strategies
- Includes two interactive scenarios illustrating correct and incorrect responses
- Scenarios illustrate both certified and certified staff conflicts
- Emphasis is placed on techniques for staff members to solve their own conflicts without third party intervention
- Differentiates between conflicts (not requiring escalation) and potentially dangerous situations (threats of physical harm, sexual harassment, etc.)

Authors

Dr. JoLynn Carney is a faculty member in the Department of Counseling at Penn State University and a Licensed Professional Clinical Counselor. Her research and publications focus on the areas of conflict resolution, youth violence, peer-on-peer abuse, and adolescent suicide. *Dr. Richard Hazler* is a Professor of Counselor Education at Penn State University. He is particularly well known for his work in the areas of bullying, peer-on-peer abuse, and youth violence.

Training Environments

SafeColleges is ideal for a blended learning environment, complementing in-service or video training, or as a stand-alone training course. The *SafeColleges* approach engages the learner in an e-learning environment; while a Compliance Management System automatically tracks his/her progress through the courses. This assists the campus administrator or training coordinator in demonstrating compliance.

For a free evaluation, email info@safecolleges.com or call 1.800.434.0154.