

## **Conflict Management and Resolution**

In this class, you will learn how to navigate conflict with others and yourself. We will give you the tools to effectively resolve conflict, while managing your emotions. There will be various discussions and problem-solving activities that examine internal and external factors that contribute to conflict. We will cover the topics below and many more:

- Issues, issues, issues – we all have them
- Listening versus hearing
- Managing your emotions
- The transformative power of conflict
- Confronting without offending
- Unresolved issues
- Peacefully resolving conflict