



## **EDU C479-50**

# **Conflict Resolution Strategies for Educators**

Center for Teaching Excellence  
University of Virginia's College at Wise

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Office Hours: By Appointment  
Grading: 3 hour undergraduate college credit

### **I. Course Description:**

Conflict is a very real part of every workplace. Left unresolved, conflict can eventually destroy an organization. Deal with it properly, and conflict can produce positive change and encourage personal and professional growth among colleagues. This course is designed to help individuals at any level in any organization identify, face, and resolve conflict in the workplace.

### **Student Learning Outcomes:**

Upon completion of this course you will be able to:

1. Understand the nature of conflict.
2. Understand the role of communication in conflict.
3. Effectively confront and de-escalate conflict in the workplace.