

Course ID	P45674	Managing Conflict and Confrontation		
Program	Police		Status	Active
Subject	Inservice		Credit Hours	6.00
Instructor			Pass Score	0.00
Provider	MD Police & Corr. Training Commissions		Approved	11-12-2021
Location	MD Police & Corr. Training Commissions		Period From	5-01-2022
Course Type			Period To	5-01-2025
Training Type			File Number	
Attribute				
Attribute				
Attribute				
Attribute				
Attribute				
Attribute				

Persons who complete this course will be awarded the following certification.

**Certificate
Status
For Period**

Course Description

This course is designed to enable the student to learn the skills for effectively resolving conflict and confrontation in the workplace. This course examines a variety of resolution styles and negotiation techniques to plan and resolve interpersonal conflict with co-workers and staff. Topics to be covered include resolution and management styles, negotiation skills and techniques, causes and effects of conflict, and benefits of conflict management.

Class Sessions

Course ID	C18024	Managing Conflict and Confrontation		
Program	Corrections		Status	Active
Subject	Inservice		Credit Hours	6.00
Instructor			Pass Score	0.00
Provider	MD Police & Corr. Training Commissions		Approved	11-12-2021
Location	MD Police & Corr. Training Commissions		Period From	5-01-2022
Course Type			Period To	5-01-2025
Training Type			File Number	
Attribute				
Attribute				
Attribute				
Attribute				
Attribute				
Attribute				

Persons who complete this course will be awarded the following certification.

**Certificate
Status
For Period**

Course Description

This course is designed to enable the student to learn the skills for effectively resolving conflict and confrontation in the workplace. This course examines a variety of resolution styles and negotiation techniques to plan and resolve interpersonal conflict with co-workers and staff. Topics to be covered include resolution and management styles, negotiation skills and techniques, causes and effects of conflict, and benefits of conflict management.

Class Sessions