



FOCUS ON: Learning Pathways: Communication and Conflict

In September, you read about the structure and benefits of the learning pathways. One of the most popular learning pathways is the Communication and Conflict LP, which is not surprising since poor communication is at the root of most problems people have with each other. It is also updated annually to offer the latest approaches and thinking on conflict.

The 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. Classes listed in italics are new in FY24.

Relationships

- *Becoming Conflict Competent*
- Developing Positive Relationships at Work
- *Growing Feedback to Feedforward*

Self-Awareness

- Intercultural Conflict Survey
- What's Your Conflict Style?
- *Breathing through Conflict*

Problem-Solving Skills

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

Conversation Skills

- *Pivoting for Active Listening*
- Crucial Conversations for Mastering Dialogue
- *Open Door: Crucial Conversations Reflections*
- Reflective Listening: How to Hear and Be Heard for Successful Conversations

Classes scheduled in 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

For more information: [Communication and Conflict](#)