



# Practical Skills for Managing Group & Organizational Conflict

One of the more challenging aspects of conflict occurs when not every party or stakeholder in the conflict can be involved in every aspect of the resolution – and this characterizes virtually all group and organizational conflict, as well as public conflict.

This course will:

- Acquaint students with the theory and major issues important to understanding the nature and resolution of organizational and group conflict,
- Explore the meaning of systems as it informs us about conflict,
- Deal with the nature and stages of joint problem-solving processes and the strategies and skills important to its success, as well as the roles of third parties, and
- Teach skills required to design resolution processes for group and organizational conflict.

**When:** January 3-12, 2018 (9:00 am to 12:00 noon each weekday)  
**Where:** KIPCOR's Kaufman House Training Facility at Bethel College  
2515 College Ave / PO Box 276 / North Newton KS 67117-0276  
**Cost:** \$495 (\$450 if received by December 22, 2018)  
**Credit:** CEM and CEU Credit pending; Academic credit available (SSC 461)  
A KIPCOR/Bethel Conflict Resolution Certificate Core Course  
**Contact:** [kipcor@bethelks.edu](mailto:kipcor@bethelks.edu) or 316-284-5217