

What are CADR's Getting to the CORE of Conflict modules about?

Conflict Management and Communication Skills Training Classes

In support of the CORE PLUS program, the DOI Office of Collaborative Action and Dispute Resolution (CADR) provides, with bureau partners, specialized conflict management and communications skills training for all Department of the Interior employees. These two courses were designed for DOI, focus on the key areas addressed in the OPM 360 leadership competency assessments and satisfy four hours of the annual diversity training requirement.

Getting to the CORE of Conflict: Conflict Management Skills Training for DOI

Participants will hone their skills in effectively managing conflict within the organization and with external parties in a way that is consistent with the Department's commitment to implementing an integrated workplace conflict management system (CORE PLUS). The class focuses on the efficient management and resolution of conflict; actions taken to prevent escalation of conflict; interpersonal conflict management and resolution skills; and collaborative problem solving approaches. Participants will learn to:

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- Identify conflict as an opportunity to create change and build relationships
 - Recognize conflict and its causes, including behaviors that escalate or de-escalate conflict.
 - Describe five conflict handling strategies; and
 - Increase use a collaborative problem solving to improve organizational performance.
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Getting to the CORE of Communications: Challenging Conversations Training for DOI

Participants will hone their skills in effective communication and handling challenging conversations within the organization and with external parties in a way that is consistent with the Department's commitment to implementing CORE PLUS. The class focuses on how to have meaningful conversations before situations escalate, when emotions can be understood, and when they can be at their best. Participants will:

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- Surface dissent, raise concerns and respond with respect.
 - Demonstrate active listening skills, working through issues and tensions as they arise, constructively give and receive feedback, and
 - Ultimately improve conversations about performance management, conduct and discipline issues, diversity, ethics, strategic planning, policy issues, team building mentoring, interpersonal relationships, expectations and accountability.
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Getting to the CORE of Conflict: Generational Mix and Culture Clash in the Workplace

Participants will gain a better understanding for how generational differences around communications, expectations, and how values express themselves in the workplace. In our changing workplace, discussions around how we share institutional knowledge and develop and incorporate innovations our crucial to meeting organizational missions, and yet can often lead to conflict between groups from different generations. Participants will:

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- Understand and the difference between the age effect and the cohort effect
 - Explore the impacts that shape individual generations
 - Explore how generational norms and traits play a part in our identity and cultural dynamic

- Develop tools and processes to ensure that institutional knowledge is shared and new ideas and innovations are molded into the workplace

Registration: DOI Learn by searching catalogue for keyword, "GTCC," or contact susan_goodwin@ios.doi.gov for more information
