

CERTIFICATE PROGRAM CHECKLIST

Conflict Management

Core Workshops	Completed Hours
Conflict Resolution Skills	
Personality Differences in the Workplace	
Difficult Conversations	
Dealing With Difficult People	
Diversity and Culture	
Mediation	
Elective Workshops Suggested workshops: Assertive Communication, Emotional Intelligence, Generations, Managing Difficult Phone Calls, Respectful Workplace	
Total Hours	0 /60

*Please note that the elective workshops above are suggested workshops.
 You can use any of our on-demand, live virtual, and in-person workshops as your elective workshops.

For questions or concerns, please contact Kloe Mak: kloe@achievecentre.com
 204-452-0180 ext 106