

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 Jenna Smallbone: jenna@ctrinstitute.com
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