CONFLICT MANAGEMENT

What do you want to learn today? Lynda.com offers over 5,000 training videos, with apps for your computer, mobile device, and TV.

**Improving Your Conflict Competence**
Duration 52 min. 9 sec.
Workplace conflict is inevitable, but it doesn’t have to end negatively. Learn the dynamics that create conflict, become more aware of your own conflict response, and learn some practical steps to manage your emotions and engage constructively.

**Dealing with a Difficult Boss**
Duration 31 min. 24 sec.
Address the challenge of working with a difficult boss by identifying, understanding, and managing the triggers that contribute to your problematic relationship, and knowing when and how to create an action plan.

**Learning to Be Assertive**
Duration 54 min. 21 sec.
Learn to break common patterns of feeling taken advantage of or of responding too aggressively. This course coaches you in techniques for handling everyday putdowns, learning to disagree by questioning, knowing the most effective words to use, and ways to avoid the passive-aggressive trap.

**Conflict Resolution Foundations**
Duration 48 min. 47 sec.
Learn the simple, effective techniques for navigating conflict resolution, including identifying the issue, separating the people from the problem, overcoming obstacles to resolution, asking diagnostic questions, exploring cultural differences, and getting to agreement.

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