

Readiness Checklist: Conflict Management

Before you begin the assessment associated with this course, use the checklist below to ensure that you fully understand the course concepts and can complete the tasks associated with each one.



Define the vocabulary terms related to conflict and conflict management.



Identify and describe the practical steps for managing conflict, and apply best practices for addressing conflict on project teams.



Identify and describe the different types of workplace conflict, and discuss the situations and conditions that can lead to conflict.



Describe the Thomas-Kilmann conflict mode instrument and the strategies it suggests.



Identify and summarize different kinds of conflict responses and understand which response would be most advantageous in a given situation.



List and detail conflict resolution techniques, including the steps in which such strategies progress.



Understand the role coaching plays in helping team members resolve conflicts.

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Recognize the signs of possible dangerous workplace conflict.



Identify and describe how to handle difficult conversations, and the steps involved in that process.