



SkillSoft e-Learning Recommended Learning List

Conflict Management

Sample SkillSoft Courseware

Business Impact Series (5 to 10 minutes)

These analyze frequently encountered business problems and deliver practical solutions. Each Business Impact focuses on a key scenario, uses innovative video and animation techniques to dramatize its core elements, and recommends a specific course of action.

In SkillSoft, click on 'Catalog' and look for 'Business Exploration Series,' then 'Business Impact Series.'

Challenge Series (15 to 20 minutes)

These briefly immerse learners in a business situation and get you back to the job with tools to apply the concepts. The interactive case studies focus on analysis, problem solving, and decision making within first-person role-play targeted at a specific business scenario.

In SkillSoft, click on 'Catalog' and look for 'Business Exploration Series,' then 'Challenge Series.'

Course Name

Course Number

1-Hour Modules

Workplace Conflict: Recognizing and Responding to Conflict	comm_22_a01_bs_enus
Workplace Conflict: Strategies for Resolving Conflicts	comm_22_a02_bs_enus
Leading Teams: Dealing with Conflict	team_03_a07_bs_enus

Modules

Perspectives on Conflict in the Workplace	comm_07_a01_bs_enus
Resolving Conflict with Communication Skills	comm_02_a06_bs_enus
Handling Conflict	comm_07_a02_bs_enus
Managing Organization Conflict	comm_07_a03_bs_enus
Customers, Confrontation and Conflict	cust_05_a05_bs_enus
Conflict, Stress, and Time Management	cust_07_a03_bs_enus

Simulations

Conflict in the Workplace Simulation	comm007a
Managing Workplace Conflict Simulation	comm007b

Skill Briefs

Conflict Management	mgmt_02_a04_bs_enus
Effective Conflict Management	adm0112

Job Aids

Appropriate Interventions for Each of the Three Stages	hr0342
Techniques for Eliminating and Reducing Customer Conflicts	cust_07_a03_bs_enus

For SkillSoft login information and a Quick Start Guide go to:

www.umbc.edu/skillsoft

New content is continuously being added. For a current list of courses available, look under 'Course List by Subject.' New releases are at the end of the lists.



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