

APRIL

2024



CONFLICT MANAGEMENT

Explore various skills, approaches, and techniques to navigate difficult conversations and workplace conflicts.

LEARNING OPPORTUNITIES CALENDAR

SUPERVISING LEADERS

ALL LEADERS

NON-SUPERVISING LEADERS

WEEK 1: APRIL 1 - 5



Video - 58 min

Managing Team Conflict



Video - 1 hour, 34 min

Conflict Resolution for Beginners



Video - 26 min

How to Proactive Manage Conflict as an Employee

WEEK 2: APRIL 8 - 12



Video - 23 min

Managing Conflict and Disruptors (from The Missouri Way)



Book - 10 hours

Difficult Conversations: How to Discuss What Matters Most -Stone, Patton, and Heen



Podcast - 8 min

Embracing Conflict in the Workplace

WEEK 3: APRIL 15 - 19



Article - 15 min

ENGAGE Blog - Conflict Management



Article - 30 min

DISC Strategies for Conflict Resolution
Resolving Conflict at Work Using DISC



Podcast - 19 min

Nature and Causes of Conflict

WEEK 4: APRIL 22 - 26



Video - 44 min

Working with High-Conflict People as a Manager



Live Training - 1 hour
Statewide Speaker Series

Why Aren't They Listening - From Conflict to Collaboration
Dr. Debra Dupree

April 25, 11 am - 12 pm



Article - 15 min

How to Resolve Conflict Between Coworkers

WEEK 5: APRIL 29 - MAY 3



Book - 5 hours

Conflict Resolution Playbook - Jeremy Pollack



Article - 30 min

5 Cs of Conflict Management
Learning and Coaching through Conflict



Video - 3 min

Conflict Resolution Tips for Peer Workers

Any learning done outside of MO Learning needs to be logged in the Team Member Training Portal in [Employee Self-Service](#).

Need help entering training? Watch this [MO Learning video](#) to learn more!

Questions? Email tmhelpdesk@oa.mo.gov

