

# Conflict Resolution eLearning Course | Listening Skills for Conflict Management

Conflict Management - WXP102-XX01XEN-E2

Objective 4: Describe the Signs of Positive Conflict

Involvement

When the conflict results in greater involvement, it is positive conflict. Involvement can mean that people have a greater share in ideas, are more willing to voice opinions, or feel a greater freedom to operate within the organization.

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Page 21 of 77

## eLearning Course: MXP102

Amatrol's Conflict Resolution eLearning Courseware (MXP102) acknowledges and defines conflict in the workplace. Learners develop effective strategies that are often used to manage it. The course teaches learners how to identify sources of conflict and how to categorize the conflict as positive or negative which impacts how they handle it. Conflict Resolution focuses on the key contribution listening makes and the skills and strategies needed to minimize the negative effects of conflict.

## Teach Conflict Resolution Skills

### What is Conflict?

People tend to avoid conflict, yet we use conflict to find out the truth, and we entertain ourselves with fictionalized conflict. Conflict arises when we think - or perhaps more often feel - that others are taking action to prevent us from attaining a goal, or when others are challenging our beliefs. Conflict can arise between individuals or between groups.

### Is Conflict Good or Bad?

Conflict is not considered a good word to most of us. After all, it is a word we use to describe wars. We are taught from an early age that we should not have conflicts with our parents or teachers. Most of us try to avoid conflict entirely, but positive conflict can exist.

## Interactive eLearning

### Multimedia Curriculum Features for Conflict Resolution eLearning

Amatrol's peerless [interactive multimedia curriculum](#) utilizes text with voiceovers, pictures, videos, stunning 3D animations, and interactive quizzes and reviews that engage learners in theoretical knowledge and concepts. This

thorough, detailed curriculum begins with the basics and advances to complex concepts. Through partnerships with key industry leaders and leading educators, Amatrol developed the right balance of knowledge to train learners to work in their chosen field.

## **Additional Info**

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### **Requires:**

- Computer ([see Computer Requirements](#))

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