

enhance your **RESUMÉ**



THE MSI DIFFERENCE

- **FREE TRAINING MATERIAL**
Learning material is included with every exam, saving you money.
- **AFFORDABLE AND RESPECTED**
Our certifications are industry recognized and respected.
- **FLEXIBLE**
Self-paced training and exam done 100% online.
- **VALUE**
Certificate & transcripts mailed to you after you pass your exam.

CERTIFIED CONFLICT MANAGER (CCM)

An essential skill for today's Human Resources (HR) professional. You'll learn to resolve conflicts peacefully, fairly and decisively while staying emotionally balanced.

Professional development courses are designed to prove your proficiency in a subject matter. Certification courses include all learning material required to pass the exam, and access to the certification test.

Learn to improve quality and reduce defects within your organization.

- How Conflicts Evolve
- Sources of Conflict
- Game Theory
- Conflict Life Cycle
- Conflict Resolution Process
- Conflict Resolution Styles
- Plus much more..

"These certifications have been a big boost to my resumé. MSI has really helped my career!"