



Certified Conflict Manager (CCM)[™]

Course of Study

The Certified Conflict Manager (CCM)[™] course, designed exclusively for the Management and Strategy Institute, will provide you with the skills necessary to resolve conflicts peacefully, fairly and decisively while staying emotionally balanced. This innovative certification is designed for professionals who are looking to work at the mid-to-executive level within the corporate environment.

The goal of the Management and Strategy Institute training material is to teach you the key competencies required to function in the role of a Human Resources professional. These competencies are determined by following the generally accepted practices (GAP) of leading body's of knowledge within the industry. As you go through the training material you will learn the competencies listed below.

The CCM exam is a timed, online exam issued at the completion of the training material. It has a required passing score of 70%.

Competencies

This program covers the following competencies:

What is Conflict

- Conflict is the result of disagreement caused by perceived or actual opposition.
 - Learning Outcome: The student will be able to define a conflict and the characteristics that define it.

How conflicts evolve

- Covers the evolution of a conflict and how it escalates.
 - Learning Outcome: The student will understand the reasons behind how conflicts evolve.

Negative vs. Positive

- Conflicts have negative & positive outcomes.
 - Learning Outcome: The student will understand the positive and negative aspects of conflict and be able to identify each.

Sources of Conflict

- Why do we have conflict? What causes two or more people to work against each other.
 - Learning Outcome: The student will understand basic sources of conflict to include: Basic Needs, Values, Resources, Interests, Perceptions, and Love.

Game Theory

- A great way to define and understand conflict is through a strategy called Game Theory.
 - Learning Outcome: A basic definition and understanding of Game Theory.

Three Rational Outcome Possibilities

- What are the possible outcomes when a conflict arises.
 - Learning Outcome: The student can define a win/win, win/lose, and lose/lose scenario.

Conflict Life Cycle

- Conflicts usually have a lifecycle. They start small and escalate as conflicts are neglected.
 - Learning Outcome: By the end of this session, student will be able to understand the conflict life cycle of Annoyance, Frustration, Anger, and Violence.

Conflict Resolution Process

- There are many ways to solve conflicts, though there are certain steps that are common to all of them.
 - Learning Outcome: By the end of this session, student will be able to explain Exploration, Arguments, Options, and Resolution.

Conflict Resolution Styles

- When resolving conflicts, people may use different approaches depending on their personality and the situation they are dealing with.
 - Learning Outcome: Student will be able to define the different resolution styles.

Manage Emotions

- In this session you will be introduced to a number of techniques that will help you to respond to emotions or to exploit them.
 - Learning Outcome: Student will understand the key aspects of controlling emotions.

Conflict Resolver

- Recognize tactical approaches used when interacting with others that may lead to conflicts and take appropriate steps to avoid a conflict developing.
 - Learning Outcome: By the end of this session, you will be able to identify approaches such as Exaggeration, Dismissal, Blame, Over-Generalization, plus others.

Negotiation

- Negotiate over what you want and move on to a win/win outcome.
 - Learning Outcome: By the end of this session, the student will be able to explain principled negotiation and the 'people' side of negotiation.

Organizational Conflict

- Prevent destructive conflicts at the workplace.
 - Learning Outcome: In this section you will be introduced to a number of guidelines that have proved to be beneficial in managing conflicts in the workplace.

Third Party Intervention

- It is always better if parties can resolve their differences themselves. However, there are times that there might be a need to resolve conflicts through third parties.
 - Learning Outcome: Student will understand Moderation, Mediation, and Arbitration.

Learning Resources

Required:

Material included with your purchase is required reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is not required, however it will assist you in becoming CCM Certified.

- Robert Bolton (June 6, 1986), People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts, ISBN-13: 978-0671622480
- Susan S. Raines (January 9, 2013), Conflict Management for Managers: Resolving Workplace, Client, and Policy Disputes, ISBN-13: 978-0470931110

Preparing for Success

In order to successfully complete the CCM exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 2-hours of time.

Frequently Asked Questions

What happens if I fail the exam?

- You are given two additional attempts to pass the exam at no additional cost.

Will I receive a physical certificate in the mail?

- Yes, MSI will mail you a certificate suitable for framing as well as transcripts.

Will I receive Professional Competency Units (PCU's)?

- Yes, the Certified Conflict Manager (CCM) exam awards 20 PCU's upon passing of the exam. See website for other applicable credits.