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## SECTION HEADING

### **SBMT 1310: Conflict Resolution**

#### **Description**

Covers techniques for resolving conflict and negotiating collaborative solutions in workplace settings. Conflict resolution and negotiation strategies are essential for supervisors and other persons in leadership positions. Emphasis will be placed on selecting and applying conflict resolution and negotiation strategies that are appropriate for a given situation. Students will learn to effectively confront conflict in its early stages and to negotiate solutions beneficial to all persons involved.

#### **Management Credits**

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