



Instructor: Diane A.

HANDLING WORKPLACE CONFLICT WEBCOURSE

Course #: H1062WC

STARTING OCTOBER 21, 2020 FOR 2 WEEKS

6:00 PM—8:30 PM

course description

A recent study reveals that 85 percent of employees experience conflict at work — a staggering 2.8 hours each week.

But individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships — that is, when it's managed successfully.

Handling Workplace Conflict introduces the different types of conflict, shows individuals how to communicate clearly and tactfully, explores appropriate resolution strategies, and establishes a common-sense approach for preventing unnecessary conflict.

AND MUCH MORE!

Looking for more details, [visit our website](#) for detailed course descriptions.

how to enroll

Enroll online at our website, [CFTEA.org](#) under Business Skills.

how class works

Course sessions run for 2 consecutive weeks by logging in at a computer, tablet or mobile device. Students complete homework, assessments and mini-presentations to display a solid grasp of the material.

Banking Today applies toward the following:

Certified Modern Branch Professional—Level 1

Certificates: Accounting Certificate, Advanced Professional Development Certificate, Advanced Professional Development for Supervisors Certificate, Deposit Operations Certificate, Interpersonal Skills Certificate, Loan Processing Certificate, Loan Servicing Certificate,

Diplomas: Call Center—Customer Care Diploma, Digital Banking Diploma, Marketing Diploma, Supervision Diploma

tuition

\$245 per participant for two weeks of training, assessments, and materials to support passing the Certified Modern Banking Representative exam.

withdrawal policy

CFTEA withdrawal policy is outlined within our latest catalog and on our website. Before class begins the enrollment may be transferred to another student with the approval of the student's employer and the CFTEA office.

Fall 2020 Live & Webcourse Offerings and Registration

Select courses to register

On Demand

One price of \$295 per course and transcript credit for as many attendees that complete the two hour program within the six month access window. Attend one or both of these courses at a time and place that is convenient to your group across multiple organizational locations. See website for descriptions. Price includes access to presenter materials and supplementary handouts. These may be ordered at any time.

- Notary Public Overview
- Notary Public: More Than Just a Title

August 2020

- Verbal Communication Webcourse Accelerated 4 weeks starts 6/4/2020—6-8:30pm—Special Price \$399

September 2020

- Certified Modern Supervisor—New Gloucester, Maine for full days 9/15/2020, 9/22/2020, 9/29/2020 and 10/6/2020
- Principles of Banking—Machias Savings Bank, Machias, Maine for 8 weeks starting 9/16/2020 6-8:30pm
- Certified Modern Supervisor Webcourse starts 9/28/2020 for 8 weeks 6-8:30pm
- Enhance Your Potential, Build Your Leadership Narrative—New Gloucester, Maine –9/30/2020 & 10/7/2020—9am—Noon

October 2020

- Principles of Banking Webcourse starts 10/1/2020 6-8:30pm
- Communicate with Confidence, Comfort and Conviction—New Gloucester, Maine starts 10/1/2020 8:30am-4pm
- Banking Today Webcourse starts 10/6/2020 6-8:30pm
- Structuring Commercial Loan Packages 10/15/2020 8:30am-4pm

October 2020

- Business Telephone Skills—Machias Savings Bank, Machias, Maine for 2 nights starting 10/20/2020 6-8:30pm
- Handling Workplace Conflict Webcourse starts 10/21/20 for 2 nights 6-8:30pm

November 2020

- Working Effectively with Co-Workers Webcourse starts 11/3/2020 for 2 nights 6—8:30pm

December 2020

- Balancing Priorities—Machias Savings Bank, Machias, Maine for 2 nights starting 12/2/2020 6-8:30pm

Coming Spring 2021

- Legal Foundations in Banking Webcourse—TBA
- Quality Service Webcourse—TBA

REGISTRATION - Scan to tammy@cftea.org

Name: _____

Organization: _____

Month of Birth: _____ Day of Birth: _____

Email: _____

Contact Phone: _____

Register for courses selected above or another course and code:

Approval Signature:
