

Conflict Resolution for College Managers (Ontario)

Facilitator: Dr. Holly Catalfamo, H.B.A., B. Ed., M.A., Ed.D.

Course Outline

Overview: Conflict resolution management is an important competency for all college managers, and consistently identified as a growth area for administrators. This course will provide the basis for understanding, assessing and determining appropriate management of workplace conflict. A variety of learning and self reflection methods will be used in this course, including readings, personal assessment tool, peer interviews, article responses, discussion questions and conflict scenario explorations.

This course involves 3 modules:

Module 1: Understanding Conflict

Participants will have the opportunity to:

- Explore concepts related to conflict including sources of conflict and types of conflict
- Compare the key differences between functional and dysfunctional conflict
- Understand the importance of managing conflict in the workplace by organizational leaders

Module 2: Conflict Styles

Participants will have the opportunity to:

- Explore different approaches to conflict management
- Assess their personal conflict resolution style
- Examine the impact of various approaches to conflict resolution

Module 3: Conflict Issues in Colleges

Participants will have the opportunity to:

- Reflect upon the different types of conflict encountered within the college
- Synthesize readings and resources and provide reflective responses regarding how to best address conflict scenarios
- Examine contemporary issues, such as generational and cultural diversity, to identify different approaches to conflict management within the workplace

About the instructor

Dr. Holly Catalfamo, H.B.A., B. Ed., M.A., Ed.D.

Holly Catalfamo has over 15 years of experience in both the public and private sectors including working in the Strategic Human Resources Office of the Ministry of Transportation and as the Organizational Development and Performance Manager and Associate HR Manager with Kraft Foods North America. Holly joined Niagara College as a full-time professor in 2003 after teaching part-time for several years. After a 1-year secondment as Academic Chair, Holly returned to the classroom in the fall of 2010 as Coordinator of HR Programs with the Business and Entrepreneurship Division at the college. She recently received her Doctorate of Education specializing in leadership development at the University of Toronto (OISE). She received her M.A., H.B.A., B. Ed., and Certificate of Teaching and Learning in Adult Education from Brock University.