

Conflict Resolution Certificate Program

An online learning program for CSEA-represented NYS employees



Application period: March 15, 2016 - April 15, 2016

Courses available: March 15, 2016 - September 30, 2016

Begin the Journey

The Partnership invites you to take advantage of an exciting career development opportunity.

The **Conflict Resolution Certificate Program** will help employees identify the reasons workplace conflict occurs and to discover strategies for resolving that conflict.

NYS & CSEA Partnership
for Education and Training

About the Conflict Resolution Certificate Program

- An online learning program that helps employees develop the skills needed to be a more productive and valued member of a work team
- Employees must complete nine required courses while achieving a passing grade of 70% or higher for each course in order to earn a certificate
- Supervisory approval is not required for courses taken at home
- For technical support and questions, contact the Partnership at: (518) 486-7814 or (800) 253-4332 or email: OnlineLearningHelp@nyscseapartnership.org

For additional information and to learn how to register online, visit: www.nyscseapartnership.org