

CONFLICT MANAGEMENT

POST-Certified | 4-Hour Course | Live Virtual | 0800 – 1200 PST

Tuesday, August 4, 2026

CCN 1301-20850-26-001

Tuesday, November 24, 2026

CCN 1301-20850-26-002

Monday, December 14, 2026

CCN 1301-20850-26-003

COURSE DESCRIPTION

This course explores the common characteristics of conflict and bullying behavior, including identifying tools and resources to improve workplace communication. Designed for public safety dispatchers, call-takers, and supervisors, this training addresses conflict management styles, the impact of workplace bullying under state and federal law, and communication techniques grounded in empathy and active listening.

LEARNING OBJECTIVES

Upon completion of this course, each student will be able to:

1. Identify common characteristics of conflict, avoidance, and approaches to conflict resolution.
2. Recognize the characteristics of bullying behavior in the workplace.
3. Apply tools and resources to improve workplace communication.

COURSE TOPICS

- ▶ Why Conflict Management Matters
- ▶ Five Conflict Management Styles
- ▶ Communication Techniques: Empathy
- ▶ Understanding Bullying Behavior
- ▶ Workplace Cultures that Lead to Bullying
- ▶ Active Listening and Self-Assessment

TUITION

\$199 per attendee

REIMBURSEMENT

Eligible for CalOES ATA

MICHIGAN CERTIFICATION

TKT2024-3513

YOUR INSTRUCTOR



Anthony Alvo

Vice President of Operations, Kim Turner, LLC

POST-certified instructor and U.S. Marine Corps veteran with over two decades in law enforcement, 9-1-1 dispatch, and public safety education. Former Police Officer with LAPD and Chino PD. Public Safety Dispatcher III with Chino PD and San Bernardino County Sheriff's Department. Currently teaches POST-approved courses at Golden West and Rio Hondo Community Colleges. Holds an M.A. in Education and a B.A. in Social and Criminal Justice.