



**MASTERFULLY
NAVIGATE
UNCERTAINTY WITH A**

CERTIFICATE IN CHANGE MANAGEMENT

PLACE ORGANIZATION NAME HERE

WHY EARN A CERTIFICATE IN CHANGE MANAGEMENT AND CONFLICT RESOLUTION?

The ability to adapt to change is a necessity for any successful business. Yet leaders and managers often deal with the most challenging impacts of change, such as organizational restructuring and resolving conflict within the organization. The Certificate in Managing Change and Resolving Conflict covers the key issues and best practices for addressing delicate and contentious situations in the workplace.

WHAT WILL I LEARN?

Completing our online change management certificate prepares you to:

- Discuss organizational change and the forms it can take
- Identify the factors that a leader or manager can employ to communicate and promote change
- Explain conflict resolution strategies
- Discuss the underpinnings of resistance to change and how to overcome it
- Understand strategic change and mastering a changing environment
- Apply practical tips for handling conversations about difficult behaviors
- Modify communication strategies to be successful in small and large groups
- Prepare for, moderate, and follow up after a meeting to ensure effective use of organizational resources
- Explain the main impediments to achieving a cooperative resolution how best to circumvent them

For more information and a complete list of courses, visit:

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CAREER PATHS

The U.S. Bureau of Labor Statistics (BLS) expects that overall employment of change management and conflict resolution professionals is projected to grow 10 percent from 2022 to 2032, faster than the average for all occupations. About 92,000 openings are projected each year, on average, over the decade. Common change management career paths or growth opportunities include:

Management Analysts

Management analysts recommend strategies to improve an organization's efficiency. They advise managers on how to make organizations more profitable through reduced costs and increased revenues. Management analysts often specialize in certain industries or areas, such as inventory control or reorganizing organizational structures for efficiency. Although some analysts work for the organization that they analyze, others work on a contractual basis.

Project Management Specialists

Project management specialists coordinate budgets, schedules, and other project details. They lead and guide the work of technical staff, communicate with clients to determine project requirements, and meet with project staff to identify and resolve problems. Project management specialists may also serve as a point of contact for the client or customer and propose, review, and approve modifications to project plans.

Arbitrators, Mediators, and Conciliators

Arbitrators, mediators, and conciliators facilitate negotiations and dialogue between disputing parties. They host confidential, informal hearings intended to help resolve conflicts outside of the court system. By facilitating communication between parties, arbitrators, mediators, and conciliators collect arguments and evidence to reach conclusions and settle disputes.

The Certificate in Managing Change and Resolving Conflict is available 100% online.

The courses included in this certificate carry:

HRCI Credits | PMI PDUs | IACET CEUs | ATD CI Credits | SHRM PDCs

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