UNDERSTANDING AND NAVIGATING CONFLICT SUCCESSFULLY

CERTIFICATE COURSE

Understanding and Navigating Conflict is a hands-on introspective learning experience that enables leaders to raise their self-awareness of how they naturally handle conflict at work. Leaders will begin to reframe their mindset on conflict with a positive productive approach best suited for the situation and their team.

Participants will complete a self-assessment to ascertain their natural approach to handling conflict. You will then be guided through thoughtful exercises, using the LEGO® Serious Play® method to understand the pros, cons, and opportunities to use different approaches to conflict.

MEETING DATE:

Date: Friday, May 22, 2026
Time: 9:00 am – 12:00 pm
On Campus at
Misericordia University

MISERICORDIA UNIVERSITY
CENTER FOR WORKFORCE DEVELOPMENT & TALENT SOLUTIONS

WHO IS THIS WORKSHOP FOR?

This program is designed for emerging and current leaders who want to strengthen their confidence and ability to bring people together so they can achieve positive outcomes and a supportive team environment.

WHAT WILL I LEARN?

- Understand your natural go-to conflict handling mode.
- Learn the pros/cons of five different conflict handling modes.
- Apply the best conflict handling mode for the situation and your team.

WILL RAMEY BIO:



Will Ramey is the owner of Shared Leadership, LLC, a veteran owned leadership and team development training provider. Will has honed his expertise leading teams in the U.S. Army and Fortune 500 companies. He possesses two decades of practical leadership and team development experience delivering highly engaging, educational, and entertaining workshops. He obtained his doctorate from Drexel University with a focus on organizational behavior. Will is a LEGO® Serious Play® workshop facilitator and Simon Sinek certified WHY Discovery Coach. When he is not spending time with his family, he enjoys standup paddle boarding and golfing.

HOW MUCH WILL THIS COURSE COST?

The cost for this in person workshop is $199

QUESTIONS?

If you have questions, please contact Paul Nardone, Director of the Center for Workforce Development and Talent Solutions at (570) 674-8130 or email: pnardone@misericordia.edu. You can also visit our workforce development webpage at: **misericordia.edu/workforcedevelopment**