



NEMTAC Conflict Resolution Course for the NEMT Professional

As a NEMT professional, resolving conflict in a positive manner is a skill that can be developed and practiced. Knowing how to listen and deploy appropriate communication tactics is determinative of whether a conflict will have a positive or negative resolution. Being heard can be one of the most important goals of someone engaged in conflict. The student will develop listening skills, appropriate and strategic verbal and non-verbal communication skills, and how to assemble a conflict management plan likely to yield positive resolutions.

Student will have the opportunity to develop their own conflict management skills; including active listening, collaborative problem-solving and negotiation skills.

Upon completing this course, the student will be able to:

1. Use active listening skills when dealing with conflict
2. Choose appropriate communication tactics when dealing with conflict
3. Create a usable plan for managing conflict

Course Length – Self Paced at 45 minutes

Pricing for Individual Course \$25.00