

CERTIFICATE

# CULTURE, COMMUNICATION AND CONFLICT:

*A Certificate Program for Leaders  
Navigating Today's Workplace*

## How This Training Can Benefit Your Career and Life:

- **Effective Leadership in Challenging Times:** Gain practical strategies to handle sensitive conversations and conflicts with confidence and respect, skills that are invaluable for leaders in any industry.
- **Promoting Inclusivity:** Learn how to recognize and address bias, embrace diverse perspectives, and create a workplace culture where every team member feels valued and heard.
- **Building Resilient Teams:** Empower your colleagues to address microaggressions, bridge divides, and foster a sense of belonging that enhances morale and collaboration.
- **Future-Focused Problem Solving:** Lead discussions that uncover underlying workplace needs and create actionable solutions, ensuring accountability and buy-in from your team.
- **Accelerate Your Career Growth:** Develop the leadership skills and conflict resolution expertise that can set you apart in your current role. This program provides you with a certificate to demonstrate to management that you're prepared to take on greater responsibilities and excel in leadership positions.

## What Sets This Training Apart:

- **Interactive and Hands-On:** You won't just listen—you'll engage. Every session is designed to encourage collaboration, where you'll share your experiences, learn from peers, and practice new approaches in real time.
- **Tailored to Today's Challenges:** Address the most pressing workplace issues of our time, from generational divides to intercultural communication, and apply strategies designed to meet these challenges head-on.
- **Highly Specialized Facilitators:** Our expert trainers bring extensive experience working with workplace leaders across industries, including higher education and corporate America, ensuring you're learning from the best.
- **Experience-Driven Learning:** NCRC emphasizes the wisdom that emerges when leaders from various industries come together. You'll have the chance to network with like-minded professionals across the country, exchanging ideas and gaining insights from a diverse array of perspectives and expertise.
- **Comprehensive and Scalable Approach:** The four-part program builds upon itself, utilizing a scaffolding method to deepen your understanding and ensure you're equipped to address an array of complex workplace challenges.

**Contact Holly Sullivan-Gonzalez at [hsullivan@ncrconline.com](mailto:hsullivan@ncrconline.com) for info about open enrollment.**

**Contact Allison Patterson at [apatterson@ncrconline.com](mailto:apatterson@ncrconline.com) for info about customizing a training.**