



Flex Your Emotional Intelligence Muscles... Engage with a Skillsoft Course in Conflict Management

Skillsoft is your access to no-tuition, self-paced courses for 2016

All USGS federal employees can access conflict management courses in DOI LEARN. Make an investment in your professional development.

Check out the entire *Skillsoft* Library: https://www.doi.gov/doilearn/skillsoft_info
There you'll find the following conflict management courses; these four take under three hours total to complete:

- **Workplace Conflict: Strategies for Resolving Conflicts**
 - Outlines collaboration skills that can help you deal with conflicts effectively, building trust and cooperation and preventing the escalation of conflict.
- **Workplace Conflict: Recognizing and Responding to Conflict**
 - Explains the types of conflict situations you're likely to face in the workplace and describes appropriate responses depending on the outcome you want.
- **Personal Conflict Styles**
 - Explores the five styles identified by Kenneth Thomas and Ralph Kilmann, and is useful for navigating conflict.
- **Managing Conflict**
 - Focuses on methods for managing conflict.

Access these *Skillsoft* courses using *Internet Explorer*, from any location with internet access in 2 easy steps:

- 1) Log into your DOI LEARN account at:
<https://gm2.geolearning.com/geonext/doi/login.geo>
- 2) Search the course catalog by the inserting the course name in the Search box. If you have questions about logging in or how to find one of these specific courses, call 1-866-466-1998 or email: doilearn@sumtotalsystems.com

