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Course Information

Course Title: Conflict Management #367817

Number of continuing education credit hours recommended for this course:

In accordance with the standards of the National Registry of CPE Sponsors CPE credits have been granted based on a 50-minute hour.

CPA: 4 (All states)

National Registry of CPE Sponsors ID Number: 107615.

Sponsor numbers for states requiring sponsor registration

Florida Division of Certified Public Accountancy: 4761 (Ethics #11467)

Hawaii Board of Accountancy: 14003

New York State Board of Accountancy: 002146

Ohio State Board of Accountancy: M0021

Texas State Board of Accountancy: 009349

Course Description

The *Conflict Management* course discusses the causes of conflict, the choices available for how to deal with it, how to assess a conflict, and how to work through a conversation to resolve the issue. The course also addresses specific conflict situations and how they can be resolved, as well as the use of dispute resolution systems.

Program Delivery Method: NASBA QAS Self-Study (interactive)

Subject Codes/Field of Study

NASBA (CPA): Personal Development

Course Level, Prerequisites, and Advance Preparation Requirements

Program level: Overview

Prerequisites: None

Advance Preparation: None

Course Content

Publication/Revision date: 11/7/2017.

Author: Steven M. Bragg, CPA.

Final exam (online): Twenty questions (multiple-choice).

Instructions for taking this course

You must complete this course within one year of the date of purchase (if you do not complete the course within one year, contact us to determine whether an updated edition of the course is available, in which case we will provide you with a PDF of the updated course and the online exam at no charge).

A passing grade of at least 70% is required on the final exam for this course. You may retake the exam if you do not pass it on the first attempt (no charge).

Complete the course by following the learning objectives listed below, studying the text, and studying the review questions at the end of each major section (or at the end of the course). Once you have completed studying the course and you are confident that the learning objectives have been met, answer the final exam questions (online).

Instructions for Taking the Final Exam Online

- Login to your account online at www.bhfe.com.
- Go to "My Account" and view your course.
- Select "Take Exam" for this course and follow instructions.

Additional Information

- The exam may be started, stopped, then resumed at a later date.
- The exam is "open book," it is not timed, and it may be retaken if not passed on the first attempt (no charge).
- Results (correct, incorrect answers) and certificate appear immediately upon passing the exam.

Have a question? Call us at 800-588-7039 or email us at contact@bhfe.com.

Learning Objectives

- Recognize the effects of a conflict spiral.
- Note when it is possible to ignore a conflict, as well as the negative effects of doing so.
- Recognize when conflict-related turnover is most likely to occur.
- Note the situations in which a conflict may not be triggered by individuals.
- Describe the styles people use when they engage in conflict.
- Cite the conflict styles of different types of companies.
- Recognize the arguments on both sides of delaying a conflict discussion.
- Describe the means by which a tense situation can be deflated.
- Recognize the objectives behind asking questions.
- Note the benefits and problems associated with various conversational gambits.
- Describe the means available for dealing with angry employees.
- Cite the indicators of and ways to prevent bullying.
- Recognize the circumstances in which e-mail conflicts can be either dealt with or ignored.
- Describe the possible outcomes of a business partner conflict.
- Recognize the different sources of conflict on a project.
- Note the process flow for resolving a conflict related to a project.
- Describe the screening criteria for managers.
- Note how the negative effects of the rumor mill can be mitigated.

About the Author

Steven Bragg, CPA, has been the chief financial officer or controller of four companies, as well as a consulting manager at Ernst & Young. He received a master's degree in finance from Bentley College, an MBA from Babson College, and a Bachelor's degree in Economics from the University of Maine. He has been the two-time President of the Colorado Mountain Club, and is an avid alpine skier, mountain biker, and certified master diver. Mr. Bragg resides in Centennial, Colorado. He has written numerous books on accounting, finance, and human resources/personnel.

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