BEACON HILL
FINANCIAL EDUCATORS

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Course Information

Course Title: Conflict Management #367823

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: 0004761 (Ethics #0011467)
Hawaii Board of Accountancy: 14003
New York State Board of Accountancy (for ethics): 002146
Ohio State Board of Accountancy: CPE .51 PSR
Pennsylvania Board of Accountancy: PX 178025
Texas State Board of Accountancy: 009349

Course Description

There is likely to be some amount of conflict in the workplace, with competing interests and clashing personalities. If not dealt with properly, it can poison the work environment. This course provides guidance in how to navigate through conflict situations. It does so by addressing the causes of conflict, the choices available for how to deal with it, 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. In short, this course is a handy guide for anyone seeking to maintain a stable and productive workplace.

Course Content

Publication/Revision date: 5/16/2023.
Author: Steven M. Bragg, CPA.
Final exam (online): Twenty questions (multiple-choice).

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

Instructions for Taking This Course

- **Log in to your secure account at www.bhfe.com. Go to "My Account."**
- **You must complete this course within one year** of purchase (If the course is "Expired," contact us and we will add the latest edition of the course to your account (no charge).
- **To retain the course-PDF after completion (for future reference) and to enable enhanced navigation:** From "My Account," Download and save the course-PDF to your computer. This will enable the search function (Menu: Edit>Find) and bookmarks (icon on left side of document window).
- **Complete the course by** following the learning objectives listed for the course, studying the text, and, if included, 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 Online Exam

- **Log in to your secure account at www.bhfe.com. Go to "My Account."**
- A passing grade of at least **70%** is required on the exam for this course.
- You will have three attempts to pass the exam (call or email us after three unsuccessful attempts for instructions).
- The exam is not timed, and it does not need to be completed in one session.
- For a printed copy of the exam questions, open the exam and press "Print Exam."
- Once you pass the exam, the results (correct/incorrect answers) and certificate of completion appear in "My Account." A confirmation email is also sent.
- CFP Board and IRS credit hours, if applicable, are reported on Tuesdays and at the end of the month.

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.
- Specify 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.
- Specify 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.
- Specify 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.
- Specify the process flow for resolving a conflict related to a project.
- Describe the screening criteria for managers.
- Specify 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 a 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 more than 250 books and courses, including *New Controller Guidebook*, *GAAP Guidebook*, and *Payroll Management*.

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