**HR Series- Dealing with Conflict in the Workplace Reflection**

Knowing what conflict is, the reasons behind it and how to effectively deal with it in the workplace is incredibly important. Workplace aside, I’ve sometimes been placed in situations where I need to listen to people that have had conflicts during school group projects. It isn’t easy as people react to conflicts differently and knowing how to navigate sensitive situations is a skill that develops over time.

This course touches on these topics and does a good job of explaining them through various case studies and interactive questions. However, if someone recorded a video of them actually explaining this course, I would’ve preferred that since it would’ve made it more engaging. Another thing I noticed is that they gave us questions where we had to answer how we’ve dealt with conflict in the workplace which is something I couldn’t answer with certainty since I haven’t been in a situation like that, workplace-wise.

Overall, good course that reinforces the importance of navigating workplace conflicts and ways we can accomplish that. I was aware about this stuff when going into this course, but it was good to be reminded of how vital a role this skill plays into creating a good workplace environment.