



Advanced Facilitator: Conflict & Collaboration Micro-Credential



Develop advanced facilitation skills to navigate conflict and foster collaboration within SAFE implementations.

Conflict is a necessary part of innovation. But navigating conflict can be difficult when emotions are high. There is a critical need to equip enterprises and teams with actionable techniques they can use in the moment to foster psychological safety

and resolve issues quickly. Providing them with proven strategies can help them manage conflict more effectively and promote collaborative decision-making so the needs of the business and customers are met.

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Micro-Credential Description

Advanced Facilitator: Conflict & Collaboration equips enterprises and teams with essential skills for working together in a dynamic Agile environment collaboratively so that innovation can thrive. Participants will master tangible, Agile-specific techniques in less than half a day by attending a live session with industry experts and peers. They'll work through practical exercises and real-world scenarios to deepen their understanding of core concepts so they can confidently apply what they learn.

Micro-Credential Details

Duration:

4 hours

Facilitated workshop:

A live session led by enabled partners

Assessment:

Attendees are tested on key topics and learning objectives

Achievement:

Earn a SAFe Micro-credential achievement upon completion

Target audience:

SPCs, RTEs, Scrum Masters / Team Coaches, Product Owners, or anyone wanting to build better conflict management skills in the workplace

Key Attendee Benefits

- Hear expert guidance live and engage with concepts through hands-on, interactive exercises to improve mastery of new skills
- Earn a recognized SAFe micro-credential badge and show proven competency
- Improve your conflict resolution skills and learn to facilitate collaborative problem-solving and decision-making
- Learn valuable skills to grow your impact in an Agile organization