

Conflict and Negotiation in Healthcare Certificate



Executive & Professional Development at Saint Mary's University

Certificate Overview

The Conflict and Negotiation in Healthcare Certificate equips current and aspiring leaders with practical, evidence-based tools to navigate conflict and lead with confidence in challenging situations. Participants will deepen their self-awareness, enhance their ability to respond thoughtfully to conflict, and develop key leadership and negotiation skills. Through a blend of theory, reflection, and applied exercises, the program develops the capacity to lead with empathy, resolve tension constructively, and create healthier, more resilient workplaces.

Learning Outcomes:

- Recognize and Analyze Conflict Dynamics
- Expand and Apply Conflict Handling Styles
- Strengthen Empathic Leadership and Communication
- Adopt Transformative and Ethical Approaches to Conflict
- Develop Practical Strategies for Conflict Resolution and Negotiation

The Conflict and Negotiation in Healthcare Certificate will help you develop essential skills for navigating complex healthcare dynamics and advancing high-quality, patient-centered care.

HIGHLIGHTS March - June 2026

- Live online (via Zoom)
- Four modules
- Eight half-day sessions
- 9 a.m. - 12 p.m.
- Spread over 4 months

A certificate of completion will be issued to participants who complete all four modules of the certificate program.

Format | Live Online
Fee | \$2,500

Modules:

Conflict Styles

March 25 - 26, 2026
9 a.m. - 12 p.m.
(Half-Day Sessions)

Tools to help you understand, analyze, and develop your conflict handling and empathic style as a leader. You will identify which styles are prominent in your toolkit, how you respond to stressful and conflictual situations, and the strengths and opportunities for growth. The end goal is to increase the flexibility of your skills, so you can make conscious choices about what response fits your goals best.

Facilitator: Dr. Debra Gilin

The Self-Management of Conflict

April 20 - 21, 2026
9 a.m. - 12 p.m.
(Half-Day Sessions)

Tools to help you understand, analyze, and develop your conflict handling and empathic style as a leader. You will identify which styles are prominent in your toolkit, how you respond to stressful and conflictual situations, and the strengths and opportunities for growth. The end goal is to increase the flexibility of your skills, so you can make conscious choices about what response fits your goals best.

Facilitator: Dr. Debra Gilin

Leadership and Conflict

May 20 - 21, 2026
9 a.m. - 12 p.m.
(Half-Day Sessions)

Tools to help you understand, analyze, and develop your conflict handling and empathic style as a leader. You will identify which styles are prominent in your toolkit, how you respond to stressful and conflictual situations, and the strengths and opportunities for growth. The end goal is to increase the flexibility of your skills, so you can make conscious choices about what response fits your goals best.

Facilitators: Dr. Debra Gilin and Brennan Dempsey

Negotiation

June 24 - 25, 2026
9 a.m. - 12 p.m.
(Half-Day Sessions)

Applying conflict resolution skills in combination with negotiation strategies to address both formal and informal negotiations in healthcare settings. Participants will develop practical, evidence-informed leadership capabilities to engage in negotiation processes that support effective team collaboration, restore psychological safety, and foster healthier work environments.

Facilitator: Dr. Wendy Carroll



Questions:
Contact us at epd@smu.ca

How to Register:
Sign up today with this quick registration form.



Conflict and Negotiation in Healthcare Certificate

Facilitators



Dr. Wendy Carroll

Dr. Wendy R. Carroll is an award-winning teacher and researcher, serving as the Director of the EMBA and EDDBA Programs and an Associate Professor in the Department of Management at the Sobey School of Business, Saint Mary's University. Her research focuses on the challenges faced by organizational leaders, earning national recognition and support. In 2016, she received a SSHRC grant to explore employee silence following unjust events like harassment or bullying. She has also secured funding from Ryerson's Diversity Institute and Future Skills to study micro-credentials and human resource analytics. Wendy's teaching excellence has been recognized with eight student-driven and two peer-driven teaching awards. In 2018, she was honored with the Dr. Geraldine Thomas Educational Leadership Award and was named one of the Top 25 HR Professionals of 2016 by Canadian HR Reporter Magazine.



Dr. Debra Gilin

Dr. Gilin's training is in Industrial/Organizational Psychology focused on what fosters productive/healthy versus unproductive/unhealthy conflict in the workplace. Her research focuses on organizational conflict, negotiation, and mediation, the implications of conflict for work stress and well-being, how personality and thinking styles influence conflict handling, interand intra- group conflict dynamics, and organizational change interventions. Recent projects have examined the distinct operation of cognitive perspective-taking versus empathy in conflictual interactions, how to decrease incivility among workers in high-stress work environments (i.e., nursing) over the long-term, and how disrespectful work group norms can hasten the effects of work stressors on physical and mental employee strain. Debra has a strong interest in applying basic social psychological research to real organizational problems.



Dr. Diane LeBlanc

Diane's professional journey started in the telecommunications sector, where she ascended from entry-level positions to manage transformative initiatives across Canada and the United States. She completed a BSc at Mount Saint Vincent University, followed by an MSc and PhD at Saint Mary's University (2019). Diane resumed her consulting work with both private and public organizations to advance workplace health. Diane consults on a diverse range of activities, including training, personnel selection, leadership development, conflict management, and organizational design. Her specialization lies in guiding groups to effectively navigate and manage seemingly intractable conflicts. Diane brings a wealth of experience helping others create a healthier and more productive workplace environment.



Brennan Dempsey

Brennan is a researcher, writer, and editor with a perspective on work conflict gleaned from a combination of academic training and invaluable experience at low levels of large institutions. Brennan obtained both a B.A. and a M.A. in history from Dalhousie University, studies that enhanced his skills in critical thinking, communication, cultural awareness, and empathy, and helped him develop a nuanced understanding of causality. He is skilled in sharing information and ideas with a broad audience. He is currently undergoing training in Acceptance and Commitment Therapy techniques, a method that can help people manage negative emotions and work experiences.



Questions:

Contact us at epd@smu.ca