
Undergraduate Certificate in Occupational Health Case Management

Communication and Conflict Resolution

Active Listening: A communication technique where the listener fully concentrates, understands, responds and then remembers what is being said. It involves paying attention to the speaker, not interrupting, and providing feedback.

Alternative Dispute Resolution (ADR): Methods used to resolve disputes without going to court, such as mediation, arbitration, and negotiation. ADR is often used in occupational health case management to resolve conflicts between employees and employers.

Assertive Communication: A communication style that balances being direct and respectful. It involves expressing one's thoughts, feelings, and needs in a clear and confident manner, while also considering the thoughts, feelings, and needs of others.

BATNA (Best Alternative To a Negotiated Agreement): The most advantageous alternative course of action a party can take if negotiations fail and an agreement cannot be reached.

CBT (Cognitive Behavioral Therapy): A type of psychotherapy that helps patients understand the thoughts and feelings that influence behaviors. CBT is often used in occupational health case management to address mental health issues that may be contributing to conflicts.

Conflict: A disagreement or clash between two or more people or groups, often involving differing needs, goals, or values.

Conflict Resolution: The process of identifying and addressing the causes of conflict in a constructive manner, with the goal of finding a mutually acceptable solution.

Culture: The shared beliefs, values, customs, behaviors, and artifacts that members of a group or organization use to cope with their world and interact with one another.

Dispute Resolution: The process of resolving disputes between two or more parties through various methods, such as mediation, arbitration, or litigation.

Diversity: The presence of a wide range of distinct characteristics in a group or organization, including but not limited to race, gender, age, religion, disability, and sexual orientation.

Empathy: The ability to understand and share the feelings of another person.

Ethics: The principles of conduct that govern an individual or group's behavior.

Grievance: A complaint or concern that an employee has about their working conditions, employment, or a company policy.

Harassment: Behavior that creates a hostile or abusive work environment based on a protected characteristic, such as race, gender, or religion.

Intercultural Communication: The exchange of information and ideas between people from different cultural backgrounds.

Mediator: A neutral third party who facilitates communication and negotiation between two or more parties in a dispute, with the goal of helping them reach a mutually acceptable solution.

Negotiation: The process of communicating with another party to reach a mutually beneficial agreement.

Nonverbal Communication: The use of body language, facial expressions, gestures, and tone of voice to convey meaning and emotions.

OSHA (Occupational Safety and Health Administration): A division of the United States Department of Labor that sets and enforces standards for workplace safety and health.

Prejudice: A preconceived opinion that is not based on reason or actual experience.

Sensitivity Training: Training that helps individuals understand and address their biases and prejudices, with the goal of promoting diversity and inclusion.

Stakeholder: A person or group that has an interest or concern in an organization or issue.

Workplace Violence: Any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the workplace.

Workplace Wellness: A program or initiative that promotes and supports the health and well-being of employees in the workplace.

Written Communication: Communication that is conveyed through written words, such as emails, letters, and reports. It is important in occupational health case management for documenting cases and communicating with stakeholders.