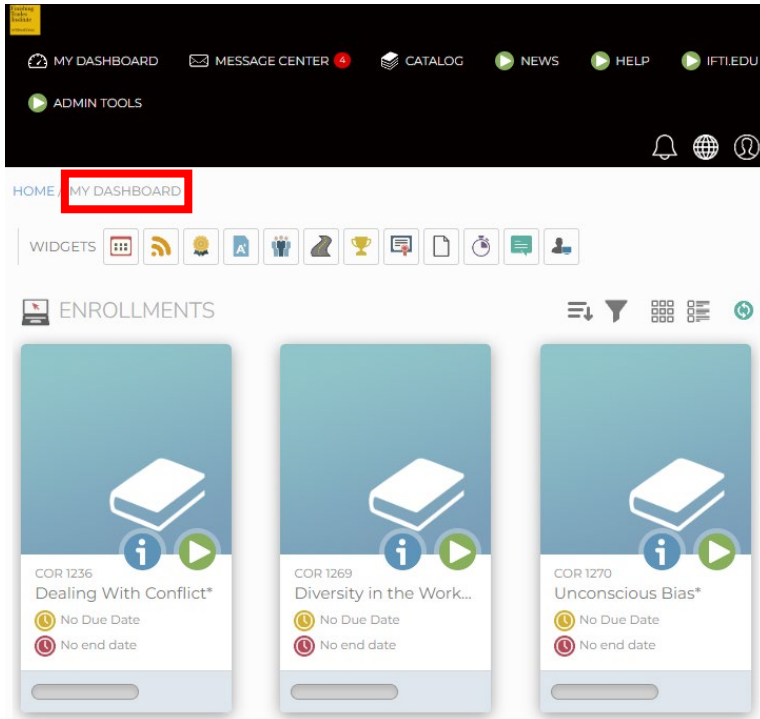
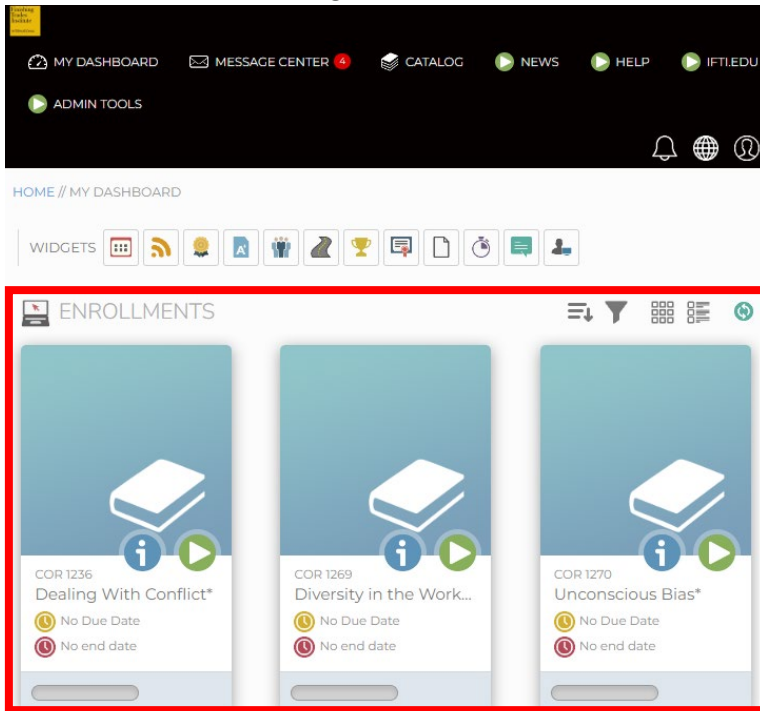


## Enrollments - How Do I Take a Course?

1. Upon logging in, the **My Dashboard** page will open.






2. Under the **Enrollments** widget, search the courses listed.



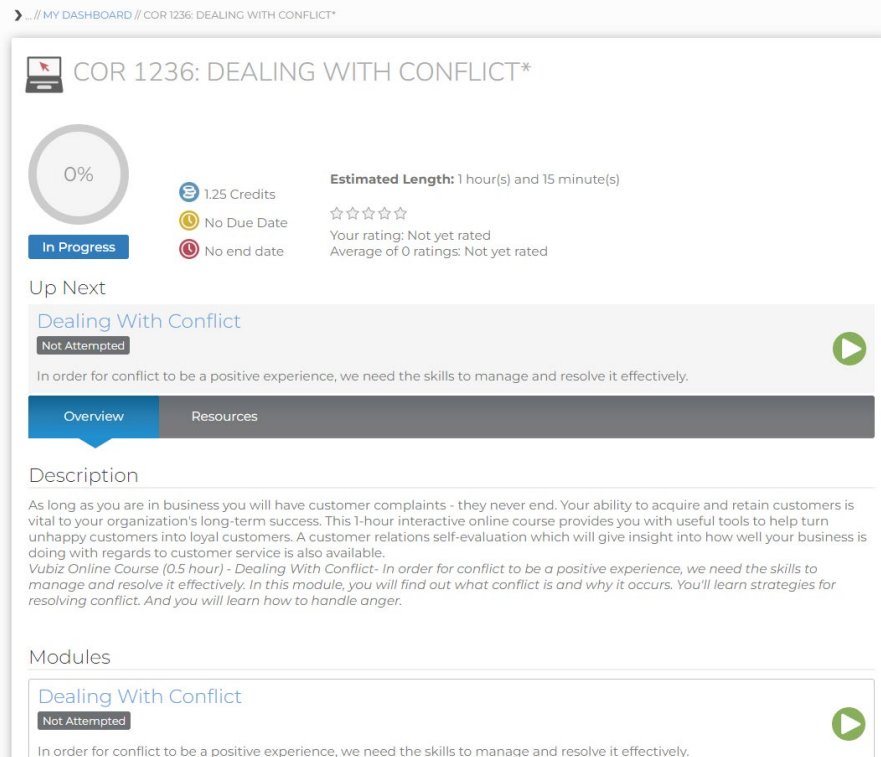
3. If you have several assigned courses, you can use the [Enrollments' Filter](#) features.



4. The course list will have the **Information** (blue i) and the **Play** (green) buttons  

-  **Information** (blue i) – Displays the course status, credits, due dates, duration, rating, course description, learning path, online modules available, and the resources tab (with downloadable resources).

*NOTE: There is no need to open the information button if you are already familiar with the course.*



...// MY DASHBOARD // COR 1236: DEALING WITH CONFLICT\*

### COR 1236: DEALING WITH CONFLICT\*

0%

1.25 Credits

No Due Date

No end date

**In Progress**

**Estimated Length:** 1 hour(s) and 15 minute(s)

☆☆☆☆☆

Your rating: Not yet rated

Average of 0 ratings: Not yet rated

Up Next

Dealing With Conflict

Not Attempted

In order for conflict to be a positive experience, we need the skills to manage and resolve it effectively.

Overview Resources

#### Description

As long as you are in business you will have customer complaints - they never end. Your ability to acquire and retain customers is vital to your organization's long-term success. This 1-hour interactive online course provides you with useful tools to help turn unhappy customers into loyal customers. A customer relations self-evaluation which will give insight into how well your business is doing with regards to customer service is also available.


*Yubiz Online Course (0.5 hour) - Dealing With Conflict- In order for conflict to be a positive experience, we need the skills to manage and resolve it effectively. In this module, you will find out what conflict is and why it occurs. You'll learn strategies for resolving conflict. And you will learn how to handle anger.*

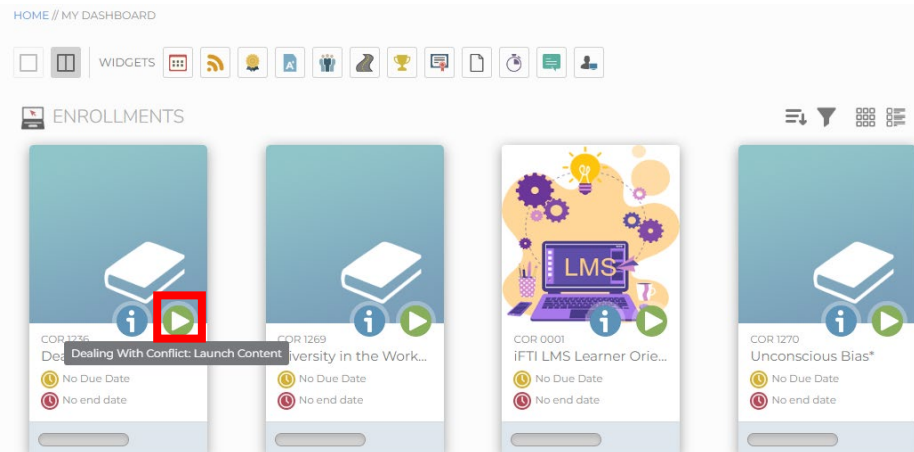
#### Modules

Dealing With Conflict

Not Attempted

In order for conflict to be a positive experience, we need the skills to manage and resolve it effectively.

-  **Play** (green) – Opens the online course and will open a new window. You will need to click the green play button to launch the course.



HOME // MY DASHBOARD

WIDGETS

### ENROLLMENTS

- COR 1236**  
Dealing With Conflict: Launch Content  
No Due Date  
No end date
- COR 1269**  
Diversity in the Work...  
No Due Date  
No end date
- COR 0001**  
iFTI LMS Learner Orie...  
No Due Date  
No end date
- COR 1270**  
Unconscious Bias\*  
No Due Date  
No end date

5. Clicking the Play button loads the course.

DEALING WITH CONFLICT



6. The assigned course will load.

A screenshot of a web browser displaying the course page for "DEALING WITH CONFLICT". The browser's address bar shows the course title. Below the browser window, there is a navigation bar with "Accessibility" (set to "off"), "AA", and "Menu" icons. The page content features a header image of a desk with a laptop, coffee, and a notebook, with the title "Dealing With Conflict: Course Features". Below the header is a white box titled "About This Course" with a play button icon. The text inside the box says: "Please take a moment to review the features of this eLearning course. Click, tab or tap the headings to move through the slideshow." Below this text are four blue buttons with white text: "+ Accessibility", "+ Audio", "+ Navigation", and "+ Resources and Search Features". At the bottom of the page, there are two green buttons: "Go to main menu" and "Next &gt;".

7. Follow the instructions to complete online module and get credit for the course. The completed course will appear on your transcript.