

Sponsored by the Office for Dispute Resolution
Presented by CORA Good Shepherd Mediation

CONFLICT RESOLUTION SKILLS

FOR SCHOOLS & FAMILIES

This virtual training can be held in one 3-hour session or two 1.5-hour sessions. Spanish interpretation is available.

Participants will learn conflict management skills and develop an understanding that (1) conflict is normal, (2) how we deal with conflict determines the outcome, and (3) there are positive ways to handle conflict.

Topics covered include:

- Introduction to Conflict Resolution: What is conflict?
- Conflict management styles and self-assessment
- Communication skills
- Perceptions and attitudes
- Six-step conflict resolution process



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