



Training,
Processes &
Strategies

Conflict Resolution Skills for the School Community

The Conflict Resolution Network

A Two Day Workshop on Conflict Resolution for Teachers, school administrators, and involved parents.

This course will focus on conflict and communication. As a result of participating in this workshops participants will have the opportunity to:

1. Increase their understanding of conflict—causes and effects, indicators of conflict.
2. Learn and apply the tools of Conflict Resolution.
3. Understand creative responses to conflict.
4. Explore the differences between aggressive, passive and assertive behaviours.
5. Learn skills to identify and manage emotions more effectively.
6. Understand the processes which assist in increasing willingness and ability to resolve conflict
7. Consider attitudes towards power and the efficacy of co-operative power in resolving conflict.

RICO Training,
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Workshop Outline:

DAY 1

Part 1: 2.5 hrs

1. Levels of conflict
2. A working definition of conflict
3. Different kinds of conflict
4. Creative response
5. Win/win approach
6. Mapping the conflict

Part 2: 1.5 hrs

1. Communication killers
2. Active Listening

Part 3: 1.hr

1. Appropriate Assertiveness
2. "I" Statements

DAY 2

Part 4: 2.5 hrs

1. Recognising Emotions
2. Managing Emotions
3. Willingness to Resolve
4. Fighting Foul, Fighting Fair
5. Cooperative Power

Part 5: 1.75 hrs

1. Mediation
2. Designing Options
3. Where To From Here?

Group Size:

Minimum 10, Maximum 24.