



**NATIONAL
CONFLICT
RESOLUTION
CENTER™**



Training Options



**THE
EXCHANGE**

The Curriculum:

The Exchange is a practical and interactive course teaching leaders useful conflict management skills. It adapts the National Conflict Resolution Center's time-proven mediation strategies by offering a step-by-step approach for resolving conflict. The course looks at the impact of conflict in your community and the cost of not managing it effectively. Participants learn specific communications skills for conflict situations and a four-stage process to follow. Community members will learn how to manage conflict between others, how to handle issues when they are involved in the conflict and how this process is also applicable to non-conflict situations when a more collaborative approach is necessary.



**THE ART OF INCLUSIVE
COMMUNICATION**

The Curriculum:

In this module, participants learn to acknowledge their differences and, more importantly, learn how to find common ground with one another. Diversity in the fullest sense of the word, including not only race and ethnicity but also gender, sexual orientation, age, lifestyle, and abilities, is explored and valued. Additionally, participants look at how respectful communication can address difficult comments from others that might be considered racist, sexist, ageist, heterosexist, or in other ways derogatory to others. All of this is done in a safe and respectful learning environment.



**THE ARTFUL
CONVERSATION**

The Curriculum:

During this workshop participants will learn how to improve their reaction/response to others when they feel attacked. A deeper understanding of how others perceive and process conflict allows many people to have new insights into their relationships and how to adapt their style to work more effectively with colleagues. They also learn how to handle a situation when they need to approach someone about a concern they have in a respectful rather than confrontational way.

**TO SCHEDULE A CUSTOMIZED TRAINING:
contact NCRC at (619) 238-2400**

**For more
information
visit
NCRConline.com**