

# Conflict is Natural

## Conflict Management & Mediation

### 40-Hour Basic Mediation and Conflict Resolution Training

Conflict is the catalyst for social change and personal growth.

Opportunities for conflicts are everywhere – in our homes, our schools, workplace, place of worship, neighborhoods, in our relationships and community. The concepts and skills taught in this training are easily transferrable and designed to improve communication and enhance relationships in all settings.

This training is for anyone interested in managing conflict effectively in all aspects of their lives.

**Who will benefit from this training:** Teachers, supervisors, social workers, sales people, parents, law enforcement, ministers, managers, business professionals, customer services, employers, real estate professionals, employees, human resource staff, and counselors.

Learn the power of effective communication!  
Master the foundational skills in conflict management and facilitated negotiation for use in your professional and personal life!

#### Program skills and highlights:

- ✓ Learn a step-by-step process to assist parties in conflict
- ✓ Learn active listening skills and techniques
- ✓ Learn and practice acknowledgement skills: restating-reflecting-reframing
- ✓ Learn and practice how to identify and acknowledge the emotions and needs in a conflict
- ✓ Learn how to navigate and facilitate the interest-based negotiations process
- ✓ Identify your conflict style, understand conflict theories, and communication styles
- ✓ Learn the power of open-ended questioning
- ✓ Learn how power dynamics plays a role in conflicts
- ✓ Explore and identify the issues and interests of a conflict
- ✓ Take the first steps to become a certified mediator



#### Instructors:

Donna Hallock, Executive Director of the DRC of Grays Harbor and Pacific Counties. She has a Bachelor's degree in Psychology and a Master's in Organizational Development and Conflict Resolution from The Evergreen State College. Active member of WMA.

Karen L. Brown, Executive Director of PDRC: She has a Bachelor's degree in Leadership and Cultural Diversity from The Evergreen State College.

#### Location:

Port Angeles, WA

#### Summer 2017

July 14,15,16  
21 & 22  
9:00am – 6:00pm

#### Cost

\$495.00 per person

Scholarships, student and group discounts are available.  
Cancellation Policy: Course fee will be refunded, less a \$50.00 handling charge, if notice is received on or before June 23, 2017. Half of the fee will be refunded for cancellations after this date. Written confirmation and directions to the training site will be sent one week before the training session.

#### Contact: PDRC

360.452.8024  
[karen@pdrc.org](mailto:karen@pdrc.org)

#### Testimonial:

This training is the best social service training I have ever participated in. I learned how I address conflict which is helpful in my career and personal life. The lecture then practice format was a great way to learn the complex