



Conflict Resolution Service

91 Bellevue Ave., Toronto, ON M5T 2N8
Phone: 416-925-2103 x 253 | Fax: 416-925-2271
Website: www.ststephenshouse.com

PROFESSIONAL WORKSHOPS

“This course was exactly what I needed to get along with people and help problem-solve interpersonal conflicts.” - York University

St. Stephen's Conflict Resolution Service (CRS) offers professional workshops for individuals who want to develop their communication and conflict management skills. Training in interpersonal mediation, effective communication and conflict resolution skills are offered to the public on a regular basis. All workshops are participatory in nature and combine discussion, exercises, short presentations, demonstrations and role-plays.

Foundational Interpersonal Mediation (3-Day Training)

Whether in the workplace, within a group or in a community setting, the *Foundational Interpersonal Mediation* workshop is designed for those who need to deal with disputes effectively. Directors, HR professionals, managers, team leaders, board members, educators, health care professionals, front line employees, union executives and stewards can all benefit from this introductory course.

In this 3-day workshop, participants will be introduced to the entire mediation process. They will develop practical skills and techniques to mediate disputes quickly and effectively. Participants will be introduced to our proven 3-phase mediation model that helps people involved in conflict solve their immediate problems; helping to build relationships and skills for future cooperation and understanding.

By creating a mechanism for the early resolution of problems, groups can help increase productivity, save time and money, create a safer and more harmonious workplace and promote enhanced day-to-day relationships.

Participants will learn:

- How to define conflict and communication styles
- Skills to build cooperation that achieve win/win solutions
- How to develop active listening skills and questioning techniques such as restating, reflecting and clarifying
- Key communication skills that will equip them to handle bias, deal with power imbalances,
- How to write S.M.A.R.T. agreements
- Strategies to lead interest-based problem solving

- How to handle real-life situations through extensive role-play scenarios that focus on all 3-phases of the mediation model
- How to prepare for the mediation session

Participants receive a certificate in *3-Day Foundational Interpersonal Mediation* training and a 120-page manual for follow-up reference. This course is a pre-requisite for *Advanced Interpersonal Mediation*. The cost for this course is \$600*. The next *Foundational Interpersonal Mediation* training is scheduled for September 18, 25 & October 2, 2010.

Advanced Interpersonal Mediation (3-Day Training)

Building on the skills and model introduced in *Foundational Interpersonal Mediation*, this advanced-level program will equip participants with the tools they will need to master advanced techniques and more difficult and complex situations. *Note: Foundational Interpersonal Mediation is a pre-requisite for Advanced Interpersonal Mediation.*

Participants will learn how to:

- Assess each situation to determine if mediation is appropriate
- Reframe accusations to prevent escalation
- Write S.M.A.R.T. agreements more effectively
- Manage difficult comments in mediation
- Refine their active listening skills
- Apply additional techniques for difficult mediations
- Respond when participants "don't play by the rules"
- Facilitate co-operative problem solving.
- Find resolutions that lead to lasting agreements

This workshop also focuses on the dynamics of power and culture in mediation and has extensive use of small group role-play scenarios. Participants receive a certificate in *3-Day Advanced Interpersonal Mediation* training and a 75-page manual for follow-up reference. The cost for this course is \$600*. The next *Advanced Interpersonal Mediation* training is scheduled for November 6, 13 & 20, 2010.

5-Day Interpersonal Mediation Course (5-Day Training)

This workshop combines the material covered in the *Foundational Interpersonal Mediation and Advanced Interpersonal Mediation* workshops in an intensive single 5-Day session.

Participants will learn:

- How to define conflict and communication styles
- How to develop active listening skills and questioning techniques such as restating, reflecting and clarifying

- Strategies to lead interest-based problem solving, skills to build cooperation that achieve win/win solutions
- How to write S.M.A.R.T. agreements
- Key communication skills to handle bias and deal with power imbalances
- How to prepare for the mediation session and assess each situation to determine if mediation is appropriate
- The 3-steps to reframe discussions & prevent escalation
- How to manage difficult comments in mediation
- The dynamics of culture in mediation
- How to handle real-life situations through extensive role-play scenarios that focus on all 3-phases of the mediation model

Participants receive a certificate in *Foundational & Advanced Interpersonal Mediation* training and two manuals for follow-up reference. The cost for this course is \$1000*. The 5-Day training is scheduled for June 7-11 and December 6-10, 2010.

Managing Conflict with Angry People [Effective Communication & Conflict Resolution] – (1-Day Training)

This course is designed for those who want to improve their ability to communicate and resolve conflicts with angry people in both work and social settings. This 1-day workshop leads participants through the steps needed to manage tense situations and resolve conflicts quickly. Small class sizes guarantee that participants are able to address questions and fully understand the process

Participants will learn:

- How to prepare when expecting a conflict situation
- The dynamics of conflict escalation
- Strategies to deal with the stages of anger
- De-escalation skills, techniques and practices
- How to respond to blaming statements
- How to help people feel heard and to clarify the situation
- How to give information in ways that won't lead to defensiveness
- The concepts of win/win or interest-based problem solving
- How to set boundaries effectively and respectfully

The cost for this workshop is \$200*. Participants receive a certificate in *Managing Conflict with Angry People* and material for follow-up reference. The next workshops are scheduled for May 15 and October 18, 2010.

** Group and discount rates are available for all of our workshops.*

**For registration or more information, please contact us at
416-925-2103 ext. 253 or crs.training@ststephenshouse.com**