



St. Stephen's  
COMMUNITY  
HOUSE

Creating Opportunities  
Strengthening Communities

# Conflict Resolution and Training

*Resolving Conflicts & Strengthening Relationships Since 1985*

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

## Professional Workshops 2012

*Resolving Conflicts & Strengthening Relationships Since 1985*

When conflict is not managed effectively, it can lead to increased stress, strained relationships, low morale and decreased productivity. Our workshops are ideal for executive directors, managers, frontline staff, mediators and individuals who want to learn how to mediate and handle interpersonal conflicts in workplace and personal settings. Participants in our workshops will gain skills to resolve immediate problems and build stronger relationships for future cooperation and understanding. All workshops are participatory in nature and combine discussions, exercises and role-plays. For registration, fill out and return the attached registration form or contact us at (416) 925-2103 x 249.

Workshop	Description	Dates
<b>Foundational Interpersonal Mediation</b>  20 Hours	<p>In this three-day workshop, participants will develop skills and techniques to mediate interpersonal disputes quickly and effectively as a third party neutral. They will be introduced to a proven three-phase mediation model that helps people resolve their own conflicts by fostering mutual understanding and cooperation. The workshop covers:</p> <ul style="list-style-type: none"> <li>• How to define conflict and different conflict resolution processes</li> <li>• The concepts of interest-based (win-win) problem solving and how to apply them in mediation</li> <li>• Active listening skills and questioning techniques – restating, reflecting and clarifying</li> <li>• How to write S.M.A.R.T. agreements</li> <li>• How to prepare for the mediation session</li> <li>• Key communication skills to handle bias and deal with power imbalances</li> <li>• How to handle real-life situations through extensive role-play scenarios that focus on all three-phases of the mediation model</li> <li>• 120-page manual</li> </ul> <p>The fee for the workshop is \$750*.</p>	Saturdays, February 11, 18 & 25
		Monday – Wednesday, July 16-18
		Saturday, September 8, 15 & 22
<b>Advanced Interpersonal Mediation</b>  20 Hours	<p>This three-day workshop builds on what was learned in Foundational Interpersonal Mediation. The workshop includes:</p> <ul style="list-style-type: none"> <li>• Additional mediation role-plays</li> <li>• Advanced problem-solving</li> <li>• Issues of power and culture in relation to mediation</li> <li>• Pre-mediation strategies</li> <li>• Reframing and de-escalation skills</li> <li>• 75-page manual</li> </ul> <p>The fee for the workshop is \$750*.</p>	Saturday, November 3, 10 & 17 <sup>th</sup>

5-Day Interpersonal Mediation 40 Hours	This five-day workshop covers material presented in the <i>Foundational Interpersonal Mediation</i> and <i>Advanced Interpersonal Mediation</i> workshops. This training is ideal for people who prefer intensive learning. The fee for the workshop is \$1250*.	Monday-Friday, June 4-8
		Monday-Friday, December 3-7
Managing Conflict with Angry People 7 Hours	<p>This one-day workshop is designed for those who want to improve their ability to communicate and handle conflicts with angry people in work and social settings. Participants will learn how to manage tense situations and resolve conflicts quickly. The workshop includes:</p> <ul style="list-style-type: none"> <li>• How to prepare when expecting a conflict situation</li> <li>• The dynamics of conflict escalation</li> <li>• De-escalation skills, techniques and practices</li> <li>• The concepts of win/win or interest-based problem solving</li> <li>• How to respond to blaming statements</li> <li>• How to help people feel heard and to clarify the situation</li> <li>• How to give information in ways that won't lead to defensiveness</li> <li>• How to set boundaries effectively and respectfully</li> <li>• Strategies to deal with different stages of anger</li> <li>• Tips on how to respond to people having a mental health crisis</li> </ul> <p>The fee for the workshop is \$300*.</p>	Monday January 30
		Monday July 09
		Saturday October 03

*\* We provide group discounts and a sliding price scale for individuals and/or organizations with limited budgets.*

We also provide training and organizational services for non-profit organizations, businesses and the government sector. For the past 25 years, we have been a consultant to organizations, helping them design and implement conflict management systems, plan training and other supports to improve communication and strengthen relationships. We offer customized group training that can focus on topics such as effective communication and conflict resolution, managing difficult people, negotiation, mediation, cross-cultural conflict resolution and facilitation, to name a few. We also offer workplace coaching and mediation services to resolve one-on-one or group conflicts.

**For workshop registration or more information about our services contact us at  
(416) 925-2103 x 249 or [crt.admin@ststephenshouse.com](mailto:crt.admin@ststephenshouse.com)**

### **Social Responsibility**

We are a non-profit organization and proceeds from our training and organizational services fund our free community mediation program. To make a donation or for more information about our free community mediation program, please contact us at (416) 925-2103 x 229.

St. Stephen's Conflict Resolution Service  
91 Bellevue Avenue, Toronto, ON, M5T 2N8  
Phone: (416) 925-2103 x 249  
E-mail: [crs.training@ststephenshouse.com](mailto:crs.training@ststephenshouse.com)  
Website: [www.ststephenshouse.com/crs.shtml](http://www.ststephenshouse.com/crs.shtml)

Registrant Information	
Name:	_____
Position:	_____
Organization:	_____
_____	
Address:	_____
_____	
Postal code:	_____
Phone:	(    ) _____
Fax:	(    ) _____
Email:	_____

Registration Form & Payment Options
1. Email: <a href="mailto:crt.admin@ststephenshouse.com">crt.admin@ststephenshouse.com</a>
2. Call: (416) 925-2103 x 253
3. Fax: (416) 925-2271
4. Mail: St. Stephen's Community House Conflict Resolution & Training 91 Bellevue Avenue, Toronto, ON M5T 2N8
We regret that we cannot confirm registrations without payment or guarantee of payment.

### Terms of Agreement

#### Discounts:

- Register for two or more workshops at the same time and receive a 10% discount on the total.

#### Group Rates:

- Groups of three: 10% discount.
- Groups of four or more: 15% discount.
- Members of groups may attend different workshops. Large groups may find custom training more cost effective.

#### Cancellation Policy:

- 7 days or more before the training:
  - 10% administration fee, or
  - No administration fee with re-registration in a future workshop to be held within one year.
- 6 days or less before the training:
  - No refund, or
  - 25% administration fee with re-registration in a future workshop to be held within one year.
- Participants may send a substitute in their place at any time.

Registration Form 2012	
Please check the workshop(s) you are registering for:	
<b>Foundational Interpersonal Mediation</b> Cost: \$750.00 <ul style="list-style-type: none"> <li><input type="checkbox"/> Saturdays, February 11, 18 &amp; 25</li> <li><input type="checkbox"/> Monday – Wednesday, July 16-18</li> <li><input type="checkbox"/> Saturday, September 8, 15 &amp; 22</li> </ul>	
<b>Advanced Interpersonal Mediation</b> Cost: \$750.00 <ul style="list-style-type: none"> <li><input type="checkbox"/> Saturday, November 3, 10 &amp; 17<sup>th</sup></li> </ul>	
<b>5-Day Interpersonal Mediation</b> Cost: \$1250.00 <ul style="list-style-type: none"> <li><input type="checkbox"/> Monday-Friday, June 4-8</li> <li><input type="checkbox"/> Monday-Friday, December 3-7</li> </ul>	
<b>Managing Conflict with Angry People</b> Cost: \$300.00 <ul style="list-style-type: none"> <li><input type="checkbox"/> Monday January 30</li> <li><input type="checkbox"/> Monday July 09</li> <li><input type="checkbox"/> Saturday October 03</li> </ul>	
Fees:	
Discount (if applicable):	
Total:	
Type of Payment: <ul style="list-style-type: none"> <li><input type="checkbox"/> Cheque or money order payable to: <i>St. Stephen's Community House - CRT</i></li> <li><input type="checkbox"/> Visa</li> <li><input type="checkbox"/> MasterCard</li> </ul>	
Credit card #: _____ Expiry Date: _____ Signature: _____	
Notes:	

I have read and agree to the terms of the agreement:

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_