



St. Stephen's  
COMMUNITY  
HOUSE

Creating Opportunities  
Strengthening Communities

# CONFLICT RESOLUTION SERVICE

Training, Mediation and Conflict Resolution Solutions for  
Individuals, Workplaces and Organizations

## Professional Workshops

<i>Workshop</i>	<i>Description</i>	<i>Dates</i>
<p><b><i>Interpersonal Mediation</i></b></p> <p><i>20 Hours</i></p>	<p>In this three-day workshop, participants will learn skills and techniques to mediate disputes quickly and effectively. They will be introduced to a proven 3-phase mediation model that helps people find solutions to their immediate problems and resolve conflicts in the future.</p> <p>The workshop covers:</p> <ul style="list-style-type: none"> <li>◆ how to build cooperation and achieve win/win solutions,</li> <li>◆ 4 role-play sessions with instruction from experienced mediators,</li> <li>◆ key communications skills, power imbalances, handling bias, writing balanced agreements and more, and</li> <li>◆ a 40-page manual.</li> </ul>	<p>February 20, 27 &amp; March 6, 2010</p>
<p><b><i>Advanced Interpersonal Mediation</i></b></p> <p><i>20 Hours</i></p>	<p>This 3-day workshop builds on what was learned in <i>Interpersonal Mediation</i>. The workshop includes:</p> <ul style="list-style-type: none"> <li>◆ more mediation role plays</li> <li>◆ a focus on reframing skills</li> <li>◆ advanced problem-solving</li> <li>◆ pre-mediation strategies</li> <li>◆ issues of power and culture in relation to mediation, and</li> <li>◆ a 40 page manual.</li> </ul>	<p>April 28-20, 2010</p>
<p><b><i>5-day Interpersonal Mediation</i></b></p> <p><i>40 Hours</i></p>	<p>A combination of <i>Interpersonal Mediation</i> and <i>Advanced Interpersonal Mediation</i> for people who prefer intensive learning.</p>	<ul style="list-style-type: none"> <li>➤ November 30-December 4, 2009</li> <li>➤ June 7-11, 2010</li> </ul>
<p><b><i>Managing Conflict with Angry People</i></b></p> <p><i>7 Hours</i></p>	<p>This course is designed for those who want to improve their ability to communicate and resolve conflicts with angry people in work and social settings.</p> <p>This one-day workshop leads participants through the steps needed to manage tense situations and resolve conflicts quickly. Participants will learn:</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>◆ Strategies to deal with the stages of anger</li> <li>◆ De-escalation skills, techniques and practices</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>◆ The concepts of win/win or interest-based problem solving.</li> <li>◆ How to set boundaries effectively and respectfully.</li> </ul>	<ul style="list-style-type: none"> <li>➤ February 5, 2010</li> <li>➤ May 15, 2009</li> </ul>

Our services also include **customized training** in communication and conflict management skills. This is the most cost-effective option for groups of 8 or more. We also offer **mediation** with respect to two-party and more complex **multi-party disputes**. We also provide **facilitation and team building** services.

### Registration Form

please check the workshop(s) you are registering in

#### Interpersonal Mediation

Cost: \$600.00

- February 20, 27 & March 6, 2010

#### Advanced Interpersonal Mediation

Cost: \$600.00

- April 28-30, 2010

#### 5 Day Interpersonal Mediation

Cost: \$1000.00

- Nov 30 - Dec 4, 2009

- June 7-11, 2010

#### Managing Conflicts with Angry People

Cost: \$200.00

- February 5, 2010

- May 15, 2010

\*Save 7%: All workshops are GST Exempt\*

Fees

Discount (see below)

Total

Payment by:

- Cheque or money order

(payable to "St. Stephen's Community House" - CRS)

- Visa  MasterCard

Account # \_\_\_\_\_

Expiry Date \_\_\_\_\_

Signature \_\_\_\_\_

For more information,  
contact Nancy Slamet at:  
Tel (416) 925-2103 ext 249

[crs.training@ststephenshouse.com](mailto:crs.training@ststephenshouse.com)

[www.ststephenshouse.com](http://www.ststephenshouse.com)



### Registrant Information

(this information will be on the registration list handed out at the workshop)

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Postal code: \_\_\_\_\_

Phone: (    ) \_\_\_\_\_

Fax: (    ) \_\_\_\_\_

email: \_\_\_\_\_

### TO REGISTER

Email: [crs.training@ststephenshouse.com](mailto:crs.training@ststephenshouse.com)

Call: (416) 925-2103 ext 249

Or fax/mail this form to:

St. Stephen's Community House

Conflict Resolution Service

91 Bellevue Avenue, Toronto, Ontario M5T 2N8

Fax: (416) 925-2271

We regret that we cannot confirm registrations without payment or guarantee of payment.

#### Discounts

- Register for two or more workshops at the same time and receive a 10% discount on the total.
- Reduced fees available to individuals and organizations with limited budgets

#### Group Rates

- Groups of 3: 10% discount.
- Groups of 4 or more: 15% discount.

Members of groups may attend different workshops. Large groups may find custom training more cost effective. Please call.

#### 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.

### Our Trainers, Coaches and Mediators

Our trainers, coaches and mediators bring a depth of experience and a diversity of professions, cultures and backgrounds. Our ability to select the appropriate people for your needs is crucial to meeting the needs of your situation.