

**YOLO CONFLICT RESOLUTION CENTER-
COMMUNITY WORKSHOPS***

I. COMMUNITY MEDIATION TRAINING

This training is offered on an annual basis and give participants the opportunity to learn and practice the skills of a community mediator. Topics include communication, the phases of mediation, culture and bias as well as other essential skills and strategies in helping people resolve their conflicts and/or disagreements.

(36 Hours)

II. CONFLICT RESOLUTION 101

Bu far our most popular workshop! We have trained hundreds of people of the nature of conflict, how to make conflict constructive instead of destructive as well as tips and tools for situation where you yourself are involved in the conflict of you have been asked to intervene.

(2-6 Hours)

III. RESTORATIVE JUSTICE CONFERENCE FACILITATION

This training not only reviews the theories and concepts that make a process restorative, but also instructs on how to conduct those dialogues. Training includes situations where there is a direct victim, an indirect victim or a surrogate victim. Facilitators learn how to create a space for engaging in healing and the making of amends, when harm has been done.

(12 Hours)

IV. PLANNING AND IMPLEMENTING A WORLD CAFÉ

A World Café process can be helpful in getting the most information from large groups of people in the shortest amount of time. This training can be tailored to provide an overview of this facilitation style and its benefits, or can be lengthened to demonstrate the techniques for facilitating your own World Café meeting. Learn how to identify topics that will best reach the information you are looking for, and how to flush out meaningful results.

(2-7 Hours)

V. STRENGTHENING WORKPLACE RELATIONSHIPS

Our workplace can play a significant role in our lives. When conflicts arise, the impact of heated communication can spill over into work productivity, can create workplace factions, and ultimately impact job satisfaction throughout the organization. This workshop tackles:

- different ways individuals respond to conflict
- techniques to reduce tension between coworkers
- how to build stronger relationships through conversations. (this could be stronger)
- how to communicate in a way that promotes cooperation
- addresses communication within the confines of power imbalances

(3-4 Hours)

VI. CIRCLE KEEPING

Now more than ever, we need brave spaces to come together and connect with others in authentic, respectful, and courageous dialogue. The Circle process is ideal for helping communities engage in dialogue and heal together. In this workshop you will be introduced to the key elements of the Circle process and learn how to facilitate the process as a Circle Keeper in an on-line format.

(3 Hours)

VII. TURNING CONFLICTS INTO COLLABORATION

Where do you turn when you are at an impasse? Frequently the most productive route to implementing a plan requires collaboration with others who see the endpoint much differently. This workshop is directed to individuals who must collaborate with unwilling partners. Through interactive exercises learn how to:

- Build relationships through conversation
- Explore different responses that can escalate or diffuse conflict
- Acknowledge common interests and turn them into attainable solutions
- Evaluate the risks of continued conflict and alternative approaches

(1 ½ Hours)

VIII. TOOLS FOR MANAGERS ON CONSTRUCTIVE CRITICISM

As a manager, it is crucial to be able to make sure the information you need to relay to your staff is being received in the positive, productive way it was intended. Learn how best to give feedback and

- how to manage performance expectations without using ultimatums
- how to listen so that people will talk (instilling trust)
- how to deliver measurable and attainable milestones that get your subordinate to perform
- how to prevent defensiveness

(1 hour)

IX. INTRO TO RESTORATIVE JUSTICE

This workshop is designed as an introduction to the theories, concepts and principles of restorative Justice. Participants will learn what to expect from a Restorative Justice conference as well as how the approaches deal differently with crime.

(1 hour)

X. ON-THE-SPOT MEDIATION

This workshop looks at how to deal with conflict in the moment, drawing on the process of mediation. Participants will look at ways to improve communication skills, de-escalate tension and facilitate a dialogue between the parties involved to come to agreement or resolution until a more formal conversation can be had, if needed. Participants will have the opportunity to practice these skills in a role play.

(2.5 hours)

*All training sessions can be offered in an on-line format

OTHER SERVICES

- **GROUP FACILITATION –RECOMMENDED WHEN CONFLICT INVOLVES MORE THAN THREE PEOPLE**
- **MEETING FACILITATION**
- **CONFLICT COACHING**
- **PUBLIC/GROUP CONVERSATION FACILITATION**
- **MEDIATION**
- **RESTORATIVE CONFERENCES**
- **RESTORATIVE CIRCLES**
- **WORLD CAFES**
- **OTHER CONFLICT RESOLUTION SKILLS TRAININGS AS REQUESTED**