



2010 TRAINING SCHEDULE

Check our website www.conflictresolutioncenter.us for the most up to date training schedule and discounts.

Introduction to Conflict Resolution	1:00pm - 5:00 pm	\$50
This 4-hour course covers the basic principles of conflict resolution while teaching life skills that are essential in working with people in any and		
September 8th	December 2nd	
Assertive Communication Skills	5:00 pm—7:00 pm	\$50
How to speak up and ask for what you want, without being aggressive in both your interpersonal and professional relationships. This workshop will help you develop a sure-fire technique to ask for what you want in a respectful and clear manner.		
September 16th		
Basic Mediation and Conflict Resolution Skills	8:30 am - 5:30 pm	\$399
This in-depth training covers principles of conflict resolution, the mediation process, communication skills, and issues faced by mediators. <i>Supreme Court Approved Program for Mediator Certification. Previously approved for 20.0 credit hours including 1.0 credit hours of ethics by the Virginia MCLE Board; and 20.75 hours of General re-certification credit toward PHR, SPHR and GPHR through the HRCL.</i>		
September 30th thru October 2nd		
Introduction to Conflict Coaching	5:00 pm—7:00 pm	\$50
Conflict Coaching is a one-on-one, forward looking, supportive process intended to help the client be more effective in handling conflict in their lives. This introductory workshop will provide an overview of conflict coaching and present information about the differences between coaching and the fields of counseling, mediation, mentoring and supervision.		
October 5th		
Managing Conflict, Teams, and Agreements	10:00 am—12:00 pm	\$50
This workshop will explore ways to limit or prevent unintended negative outcomes by handling conflict in a more productive way. It will also equip you with the skill and ability to recognize and handle interpersonal conflict in teams. Great for individuals, managers/supervisors, and employees.		
October 20th		
Become a Better Listener	5:00 pm—7:00 pm	\$50
When people feel "heard", they often relax their defensive positions and are more open to intervention. This workshop teaches techniques for listening as a means to connect and understand your co-workers, employees and supervisors.		
November 3rd		
The "Normalness" of Bias	5:30 pm—7:00 pm	\$50
A nonthreatening workshop that brings the humanness of bias to light and challenges participants to act on learning in a manner that allows them to better relate to others in virtually any setting.		
November 15th		
This is Your Brain on Conflict	10:00 am—12:00 pm	\$50
How to deal with emotionally upset people. This workshop uses some <i>basic</i> principles of neuropsychology to present a model for understanding the behaviors of people who are emotionally upset.		
December 8th		

See a workshop that would be helpful for your organization? Give us a call! We will schedule any workshop for a group of 6 or more at a time that is convenient for your group. **We can also create workshops customized to meet your specific needs.**

The Conflict Resolution Center also offers:

Mediation - Parent Education - Restorative Justice - Large Group and Meeting Facilitation

Conflict Resolution Center: 4504 Starkey Road, Suite 120, Roanoke VA 24018

For more information or to register call (540) 342-2063 or visit www.conflictresolutioncenter.us