



Words can be Windows or Walls

Conflict Resolution and Mediation: 2 day introduction to the Dialogue Road Map

This training introduces a communications tool which is designed to empower and engage. When people have unmet needs they are in conflict, internally as well as interpersonally and this can manifest as unhealthy behaviour and disempowerment.

The training examines underlying blocks to communication as well as providing practical techniques for progressing with compassion.

- ◆ An introduction to the Dialogue Road Map
- ◆ Proven skills to use in conflict situations
- ◆ Effective tools to de-escalate disputes
- ◆ Techniques to manage conflict behaviour
- ◆ Live exercises in dealing with disputes

At the end of this training you will:

- ◆ Have a grounding in nonviolence and its place in conflict resolution
- ◆ Understand how needs-based theory helps communication
- ◆ Take account of how your own values impact a conflict
- ◆ Have a range of techniques for engaging with anger and aggression
- ◆ Understand how to work with compassion between people in a conflict
- ◆ Be aware of the role of a mediator

The Centre for Peaceful Solutions is a charity which has innovated in the field of mediation for communities, social justice, violent crime and anti-social behaviour.

For more information call or email:

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