

- *Are you looking for tools to help you become a better manager?*
- *Is workplace conflict decreasing productivity and morale and increasing costs?*
- *Have you dealt with a difficult situation that you wish had gone better?*
- *Are you a member of a team where conflict and tension are hindering success?*
- *Does your employer depend on you to quickly and effectively manage workplace conflicts and prevent them from escalating?*

The Community Dispute Settlement Center's (CDSC) **Conflict Management Workshops** are the ideal opportunity for your organization to acquire the vital skills needed to build and maintain high-performing teams.

With a 28-year history in dispute resolution and mediation training, CDSC brings a wealth of experience and unmatched expertise to the issues of conflict management.

Our Mission

The Community Dispute Settlement Center (CDSC) is a private, not-for-profit mediation service dedicated to providing an alternative and affordable forum for resolving conflict.

CDSC promotes better ways to understand and deal with conflict through skilled teams of pro bono mediators, varied training programs, and broad community outreach.

We are committed to making our services accessible to under-served populations and to addressing emerging community and organizational needs.



Community Dispute Settlement Center

60 Gore Street
Cambridge, MA 02141
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Fax: 617-876-6663

E-mail: cdscinfo@communitydispute.org
www.communitydispute.org

Established 1979



Community Dispute Settlement Center

PRESENTS:

Dealing with Conflict Effectively: A New Tool for the Manager's Toolbox

**Interactive, skill-based
workshops for
today's organization**

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Dealing with Conflict Effectively: A New Tool for the Manager's Toolbox

CDSC'S WORKPLACE TRAINING FOR YOU AND YOUR ORGANIZATION



Dealing with Conflict Effectively

is an interactive, skill-based workshop targeted at managers, supervisors and HR specialists who are new to management or who seek to enhance their ability to deal with sensitive workplace issues.

The program is an ideal opportunity for organizations to:

- build in-house capacity to address costly and disruptive workplace conflict more effectively
- demonstrate the organization's commitment to a harmonious work environment
- provide managers, senior management, project leaders and staff at all levels the opportunity to develop the skills needed to enhance high-performing teams

"It's a great class that I would recommend to anyone interested.

I learned skills that I'll apply immediately."

— SALES MANAGER

"CDSC has provided a service that inspires hope, understanding, empowerment, reconciliation, resolution and clarity."

— ATTORNEY

Workshop Topics

- Recognizing and managing conflict in the workplace
- Understanding the dynamics of conflict
- Common characteristics of people in conflict
- Styles of responding to conflict
- How conflict escalates: identifying factors
- Strategies for de-escalating conflict
- Intervention and prevention
- Neutrality and dealing with bias
- Giving and receiving feedback
- Fostering teamwork and collaborative problem solving
- Having difficult conversations
- Mediation overview: principles, process and mediator role

CDSC has conducted on-site Conflict Management Workshops for:

Boston Centers for Youth & Families
Cambridge Family & Children's Services
Cambridge Housing Authority
Cambridge Police Department
Central Boston Elder Services
Digital Equipment Corporation
Fenway Community Health Center
Girl Scouts, Patriots Trail Council
Somerville-Cambridge Elder Services

Training Workshops

OPTION I: Two hours.....\$500 *Introduction to Effective Conflict Management*

- Teaches participants how to understand the dynamics of conflict.
- Identifies basic skills for recognizing and managing conflict in the workplace.

OPTION II: Full day.....\$2,500 *Skill-Building Workshop for Effective Conflict Management*

- Provides participants the opportunity for an in-depth analysis of conflict situations and how conflicts escalate.
- Through dynamic role plays and interactive exercises, participants will practice strategies for prevention and de-escalation of conflict.
- Facilitates dialogue for giving feedback and effectively managing difficult discussions.

To schedule your on-site training or for more information:

Call 617-876-5376 or email us at cdscinfo@communitydispute.org

Also ask about the benefits of our *Silver* and *Gold* Corporate Memberships to bring even deeper conflict resolution skills to your organization.