

- *Are you looking for tools to help your RA's become more effective at managing conflict?*
- *Are student conflicts disrupting residential life?*
- *Have your RA's dealt with difficult situations that you wish had gone better?*
- *Does your school depend on RA's to quickly and effectively manage student conflicts to prevent them from escalating?*

The Community Dispute Settlement Center's (CDSC) Conflict Skills Workshops are the ideal opportunity for residence life student and professional staff to acquire the vital skills needed to help build and maintain harmonious living environments.

With over 35 years of 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, training programs in mediation and conflict management, and broad community outreach.

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



### **Community Dispute Settlement Center**

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**Established 1979**



### **Community Dispute Settlement Center**

PRESENTS:

# **Got Conflict?**<sup>SM</sup>

*Deal with  
Conflict Effectively:  
Tools for the  
RA's Toolbox*

**Interactive,  
skill-based workshops  
for residence life  
professional and  
student staff**

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# Got Conflict? <sup>SM</sup> Deal with Conflict Effectively: Tools for the RA's Toolbox

~ CDSC's On-Campus Training for Residence Life Professional and Student Staff ~

*Deal with Conflict Effectively is an interactive, skill-based workshop designed for resident advisors, resident directors and student leaders who seek to enhance their ability to deal with sensitive residential life issues.*

## **The program is an ideal opportunity for colleges and universities to:**

- build in-house capacity to address disruptive and delicate student conflicts more effectively
- demonstrate the school's commitment to a harmonious living environment
- provide resident advisors the opportunity to develop conflict resolution skills

*"This workshop was totally on target. I now appreciate the variety of ways to look at and handle roommate conflicts."*

— RESIDENT ADVISOR

*"I learned how to: listen, be listened to, be patient, and demonstrate understanding."*

— RESIDENT ADVISOR

*"Wish I had had this training when I was an RA — especially the piece on people's different approaches to responding to conflict. This was great!"*

— RESIDENCE LIFE STAFF

## **Workshop Topics**

- Recognizing and managing conflict in student housing and campus life
- 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
- Fostering teamwork and collaborative problem solving
- Having difficult conversations
- Mediation overview: principles, process and mediator role

## **CDSC has conducted on-campus Conflict Skills Workshops for:**

Berklee College of Music  
Boston College  
Eastern Connecticut State University  
Endicott College  
Framingham State University  
Lasell College  
MA College of Art and Design  
MA College of Pharmacy and Life Sciences  
Mount Ida College  
Pine Manor College  
Regis College  
Salve Regina University  
Tufts University  
Union College

## **Training Workshops**

OPTIONS:

- ★ Two Hours
- ★ Half Day
- ★ Full Day

- Teaches participants how to understand the dynamics of conflict.
- 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.



*Customized to meet your group's needs.*



**Community Dispute  
Settlement Center**

[www.communitydispute.org](http://www.communitydispute.org)

*To schedule your on-campus training  
or for more information:*

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