

Are you looking for tools to manage conflict better?

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Are tension and stress decreasing your ability to handle problematic situations in your organization or group?

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Are you struggling with difficult conversations within your team or group?

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Do you need help managing conflicts effectively to prevent them from escalating?

The Community Dispute Settlement Center's (CDSC) **Conflict Skills Workshops** are the ideal opportunity for your organization or group to acquire the vital skills needed to build and maintain harmonious living and working 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

Established in 1979, 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.

CDSC has conducted on-site Conflict Skills Workshops for groups such as:

ABCD

Boston Centers for Youth & Families

Cambridge Family & Children's Services

Cambridge Housing Authority

Cambridge Police Department

Central Boston Elder Services

Fenway Community Health Center

Girl Scouts, Patriots Trail Council

Habitat for Humanity/Boston

Heading Home

Leading Age Massachusetts

Pine Manor College

Providers' Council

Somerville-Cambridge Elder Services



Community Dispute Settlement Center

PRESENTS:

Got Conflict?SM

Tools for Dealing with Conflict Effectively

Interactive, skill-based workshops customized for your group or organization

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www.communitydispute.org

Established 1979

Got Conflict?SM

Tools for Dealing with Conflict Effectively



Tools for Dealing with Conflict

Effectively is an interactive, skill-based workshop targeted at people who seek to enhance their ability to engage conflict constructively.

The program is an ideal opportunity to:

- build capacity to address costly and disruptive conflict more effectively.
- demonstrate the group's commitment to a harmonious work or living environment.
- provide participants the opportunity to develop the real-life skills needed to address difficult situations.

"It's a great training that I would recommend to anyone interested. I learned skills that I'll apply immediately."

— H. R. PROFESSIONAL

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

— ATTORNEY

Workshop Topics:

- Understanding the dynamics of conflict
- Styles of responding to conflict
- How conflict escalates
- Strategies for de-escalating conflict
- Intervention and prevention
- Neutrality and dealing with bias
- Fostering collaborative problem solving
- Having difficult conversations
- Mediation: A Resource for All

"This was the most enjoyable training. So relevant and useful. It was great!"

— HUMAN SERVICES PROVIDER

Customized to meet the needs of your group. Examples include:

- Staff Managers in Human Services
- College Resident Advisors (RA's)
- Professional Groups: Human Resources, Eldercare, Legal, Education, Social Work, and Mental Health
- Youth: Leaders and Advocates
- Municipalities: Law Enforcement and Public Entities

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.



On-site or Off-site locations



Customized to meet your group's needs.

*To schedule your workshop
or for more information:*

Email us at
cdscinfo@communitydispute.org
or call 617-876-5376