



PRESENTS:

Got Conflict?

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

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

Are you looking for tools to help your RAs become more effective at managing conflict? Are student conflicts disrupting residential life? Have your RAs dealt with difficult situations that you wish had gone better? Does your school depend on RAs 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 experience in dispute resolution and mediation training, CDSC brings 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.

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

Workshop topics:

- Recognizing and managing conflict in 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

Training Workshops

OPTIONS:

★ **Two Hours**

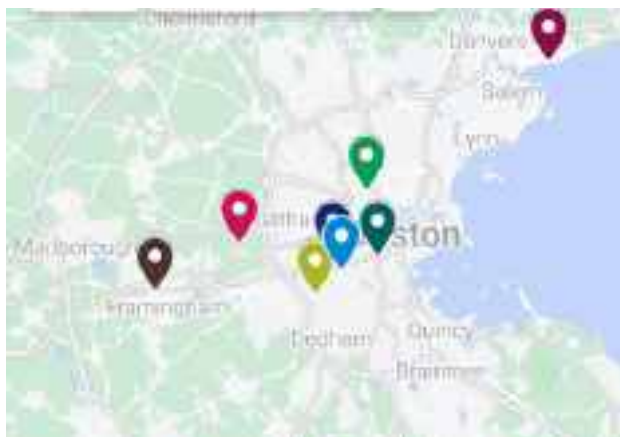
★ **Half Day**

★ **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.

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



Feedback from past participants:

"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

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

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



60 Gore Street
Cambridge, MA 02141
Tel. 617-876-5376
Fax: 617-876-6663
E-mail: cdscinfo@communitydispute.org
www.communitydispute.org

Established 1979