

SEEDS COMMUNITY RESOLUTION CENTER — PRESENTS CONFLICT RESOLUTION SKILLS



NOVEMBER 2010
A 2 DAY HANDS ON TRAINING

NOVEMBER 6TH 9-5PM
NOVEMBER 7TH 9-5PM

FREMONT FAMILY RESOURCE CENTER
39155 LIBERTY ST.—PACIFIC RM. H800
FREMONT, CALIFORNIA 94538

WORKSHOP FEES:
\$195.00

INCLUDES BREAKFAST AND SNACKS

Full and partial scholarships
available. No one turned
away for lack of funds.

INFORMATION:

SEEDS
Community
Resolution Center

1968 San Pablo Avenue
Berkeley, CA 94702
Email: info@seedscrc.org
Tel: 510-548-2377
Fax: 510-548-4051
www.seedscrc.org

Mission:

*We cultivate common ground
and help people resolve
conflict in our diverse
communities through
mediation, facilitation and
training.*

- Are you interested in learning how conflict can be an opportunity within your community or workplace?
- Are you interested in finding better and more productive ways to deal with conflict?
- Do you want strategies to help you with a conflict you have with a friend, co-worker, or family member?

TOPICS AND SKILLS TO BE COVERED INCLUDE:

- ◆ Communication Skills: Active listening, empathizing, asking clarifying questions, checking assumptions, identifying possible solutions
- ◆ Exploring Hooks and Triggers
- ◆ Strategies to De-Escalate conflict
- ◆ Understanding Positions and Interests in conflict situations
- ◆ Conflict Styles: Identifying and dealing with different styles
- ◆ Culture & Cultural Identity and how it relates to conflict

WHO SHOULD ATTEND:

Community, non-profit and church leaders, teachers, human resource specialists, customer service personnel, and anyone interested in learning more about conflict.

**TO REGISTER OR IF YOU HAVE SPECIFIC QUESTIONS PLEASE
CONTACT SEEDS COMMUNITY RESOLUTION CENTER AT:**

510-548-2377 OR EMAIL: [INFO@SEEDSCRC.ORG](mailto:info@seedscrc.org)

ONLINE PRICE \$185.00

**TO REGISTER ONLINE, GO TO OUR WEBSITE AT SEEDSCRC.ORG
AND CLICK ON OUR EVENT PAGE**