

“FROM CONFLICT TO CONVERSATION”
Skills for De-escalating Conflict
A Conflict Management Workshop

Goals:

Participants will learn the premises of conflict theory as understood within the Transformative Conflict Model

Participants will learn useful communication skills

Workshop Agenda Includes:

Reflecting On the Nature & Personal Experience of Conflict

A Brief Introduction to the Theory of Conflict

Skills for Managing Conflict

- The Power of the “I” Message
- Listening Reflectively
- Asking Clarifying Questions
- The Personal “Check-In”