

CONTACT INFORMATION

To arrange training for your organization or group, contact Sharon Tracy, executive director.

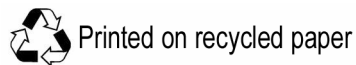
Quabbin Mediation offices are located in the Orange District Court Building, 13 South Main St., Orange, Mass. Office hours are 8 a.m.-5 p.m., Monday through Friday.

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"This has been a wonderful experience. Please continue the good work."
— adult from Orange basic mediation training



Conflict Resolution and Communication Training

Learn:

- **How to De-escalate Conflicts**
- **Listening Skills**
- **Negotiation Skills**

Quabbin Mediation teaches mediation, negotiation, conflict resolution, and communication skills with the intent of weaving the language and process of creative problem solving into the fabric of the community.

TRAINING

Quabbin Mediation offers seminars, workshops, and training and will design a program to fit the needs of any group. Workshops and training have been conducted for police departments, school systems, social service agencies, court personnel, businesses, youth groups, houses of worship, and others.

WHAT IS CONFLICT RESOLUTION?

Conflict is a normal part of our lives and is natural. It offers the opportunity for positive change. How we choose to approach conflict can determine its outcome. Conflict resolution does not try to ignore or suppress conflict. Conflict resolution assumes that the parties in a dispute can negotiate their own peaceful solution to it.

Conflict resolution training helps people develop skills for constructive and positive conflict management.

Conflict Resolution Training Helps You To Understand:

- Conflict is normal,
- Conflict and people's basic conflict styles,
- What escalates and de-escalates a conflict,
- Diversity and bias and the relation of each of these to conflict,
- How emotions influence conflict,
- Effective communication skills, and
- Strategies for effective problem solving.

TRAINING CONTENT

Conflict resolution training includes small group discussions and role playing to give each person the opportunity to practice these skills from the training.

You Will Learn How To:

- Negotiate,
- Resolve problems one-on-one with another person,
- De-escalate potentially inflammatory situations,
- Communicate your needs in a conflict situation,
- Discover the other person's needs, and
- Reach workable and fair solutions to a problem.

Benefits of Conflict Resolution

- Better relationships with others
- Improved sense of self
- An equal say in creating win/win situations
- Open, direct, and clear communication
- Better understanding of the importance of feelings
- Appreciation for the different ways people manage conflict
- Better listening skills

Conflict resolution equals long lasting, healthy relationships.

STEPS IN POSITIVE COMMUNICATION

No conflict can be resolved if the involved parties are unable to effectively communicate their ideas and hear what the other person is saying.

Conflict Resolution Techniques:

- Give an "I" statement: Tell how you feel about the problem without blaming.
- Use Good Listening Skills during the discussion: Ask the other person to tell their side of the story completely. Try to learn how they feel about the situation using nonverbal cues, summarizing, and open-ended questions.
- Use Body Language, Show Interest: Look the other person in the eye while both of you stand or sit. Keep your arms and legs uncrossed and fists unclenched.
- Use Open-ended Questions: Ask questions that invite the other person to tell more about the story or how they are feeling. These are questions that ask for more than a yes or no answer.
- Be Specific.
- Stay in the Present and Stick with the Problem: Do not keep bringing up things from the past. Deal with the current situation and look to the future.
- Stay with What Each Person Needs and Cares About: Listen to what the other person is saying, with the goal of truly understanding the other person's point of view. Look for win/win solutions together to solve the problem.

Trainers

Quabbin Mediation has two full-time and four part-time staff. The executive director, with 15 years' mediating and training experience, is also co-founder of Quabbin Mediation. The training director has 14 years of experience teaching mediation and conflict resolution.

Training Length, Content, and Cost are negotiable depending on the needs of a particular group or organization.

About Quabbin Mediation

Quabbin Mediation mediates disputes of all sorts, runs an elders' mediation project and after school programs for youth, and trains volunteer adults as mediators. Quabbin Mediation has trained more than 60 adult volunteer mediators and over 1,000 students as peer mediators in four school districts.

Quabbin Mediation's achievements are rooted in the enduring collaborations it enjoys with local individuals, organizations, agencies, and institutions. These partnerships are based on Quabbin Mediation's reputation as a reliable, professional organization that adheres to high ethical standards while it creates programming that meets the needs of people in the region.