



CERTIFICATE IN CONFLICT RESOLUTION

DESCRIPTION OF CERTIFICATE

Conflict and dispute are a natural part of life. Conflict itself can be a healthy thing, but it also can be very destructive. How conflict and dispute are resolved can ultimately determine the success or downfall of your work environment.

The *Certificate in Conflict Resolution* program will provide the practical skills required to turn conflict in the workplace into a positive, instead of allowing it to decay morale and productivity. Areas such as conflict theory, managing different types of people, communication within conflict, having difficult conversations, restorative dialogue plus Indigenous approaches to conflict resolution, will be examined and discussed in detail. At the end of the Certificate, you will have both the skills and knowledge to take conflict and create a positive workplace because of it.

WHY TAKE THIS CERTIFICATE?

Conflict, if not properly resolved, can lead to serious rifts that have harmful effects on relationships and the work environment. By taking the *Certificate in Conflict Resolution*, you will have the knowledge and tools to ensure conflict arising within your workplace will not lead to a destruction-in-workplace morale, and it can help propel you to higher levels of productivity and morale within the work environment, potentially saving your organization in many ways.

COURSES OVERVIEW

FOUNDATIONS OF CONFLICT RESOLUTION (12 HOURS)

TOPICS DISCUSSED:

- A definition of conflict we can work with: introducing the insight approach
 - » Conflict theory, social theory, and learning theory
 - » Learning to notice and respond to conflict behaviours
 - » Real-world observations—what’s going on when people are in conflict?
 - » The problem with problem-solving
 - » Dealing with defensiveness
 - » Being comfortable with uncertainty
- Managing the people AND the problem
 - » Navigating bumps on the road to resolution
 - » “That’s not what I meant”—the importance of verifying interpretation
 - » Understanding conflict style
 - » Noticing conflict (defensive) behaviours and being curious
 - » Checking your assumptions and judgments
 - » How your role can impact the conflict dynamic

HISTORY OF CONFLICT WITH INDIGENOUS PEOPLE (6 HOURS)

TOPICS DISCUSSED:

- Areas that cause pain to Indigenous peoples in Canada
 - » Residential schools
 - » Sixties Scoop and Child and Family Services
 - » Poverty
 - » Missing and murdered Indigenous women and girls (MMIWG)
 - » Indigenous incarceration rate
- The 94 Calls to Action from the Truth and Reconciliation Commission of Canada and how they intertwine with conflict resolution
- Different Indigenous approaches to resolving conflict
 - » Focuses on recognition, respect, equality, and Elders

CONFLICT SKILLS: APPLICATIONS AND INSIGHTS (6 HOURS)

TOPICS DISCUSSED:

- Preferred ways of expression
- Other ways people express themselves
- Appreciating preferences and styles without labeling
- Expanding your abilities outside your preferences
- Exploring values and how we respond when they are threatened
- How differences and similarities play out in conflict

COMMUNICATION SKILLS FOR CONFLICT RESOLUTION (6 HOURS)

TOPICS DISCUSSED:

- Being self-aware and self-reflective
- Your role and its impact
- Your default assumptions and judgments
- Listening to understand
- Formulating good questions
- Verifying interpretation
- Exploring what matters and articulating it in a productive way
- Supporting decision-making with questions that include what matters
- How transparency can support the conflict conversation
- Creating student scenarios: conflict situations in the students' worlds to be used in Day 6 practice sessions

HANDLING DIFFICULT CONVERSATIONS (9 HOURS)

TOPICS DISCUSSED:

- Different processes for working with conflict:
 - » Client-centred mediation (with a focus on dialogue)
 - » Evaluative mediation approaches
 - » Direct discussion—no third party
 - » Group facilitation (with a focus on dialogue)
 - » Adjudicative processes: tribunals, arbitration, and litigation
- Choosing a process

- What is your *role*?
- Inviting parties to dialogue: setting the tone and agenda
- Preparing the parties to participate
- Opening the dialogue—asking about hopes, being curious about threats
- Working with resistance
- Checking your agenda at the door
- Giving and receiving feedback
- Deepening skills practice session
 - » Applying conflict skills to student situations which will be created after *Communication Skills for Conflict Resolution*
 - » Choosing a process and understanding the role the student will play
 - » Role plays and exercises with student-created scenarios
- Feedback and take aways

RESTORATIVE DIALOGUE (9 HOURS)

TOPICS DISCUSSED:

- Seeing, articulating, and participating in people-centered, responsive, and future-focused justice
- Understanding the principles, values, practices, and philosophy of restorative justice
- Gaining an understanding of the impact of harm on those affected by and/or involved in harm, including the role of victim-centeredness
- Developing skills and insight into how to design a restorative justice approach to dialogue
- Applying a restorative approach to a situation of harm and/or injustice