



Family



Youth & Schools



Community & Police



Training



Specialty

# Working It Out Together from the Classroom to the Boardroom

## TRAINING PROGRAM CATALOG



CENTER FOR DISPUTE  
SETTLEMENT  
*peace it together*

## Benefits of Conflict Resolution Training



Training from The Center provides important professional and personal benefits to your organization, the participant, his or her coworkers and your customers.

In today's fast paced, competitive economic environment the need for employees, managers, students, educators and families to find common ground to peacefully settle differences has never been more critical to you, your business or organization and the community at large.

Training from The Center for Dispute Settlement—whether one of our standard or customized offerings— provides important professional and personal benefits to your organization, the participant, his or her coworkers, and your customers:

- Improve communication and self-management skills;
- Reduce employee and customer conflicts;
- Increase employee productivity;
- Reduce liability risk potential, and;
- Improve personnel morale and end-customer satisfaction

Peaceful conflict-resolution training from The Center for Dispute Settlement will have a tangible Return On Investment for your organization with these and other benefits.

With more than 35 years experience both peacefully resolving conflicts and training others how to do so, we are an important partner in meeting your organization's strategic goals.

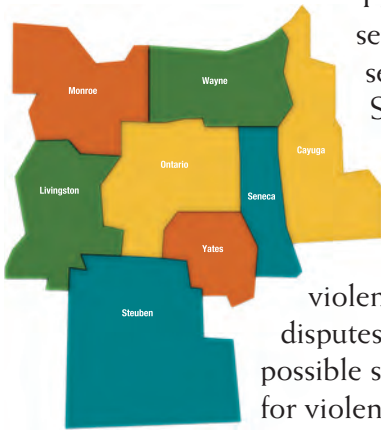
## About the Center

The Center for Dispute Settlement (The Center) is a not-for-profit organization founded in 1973 by the American Arbitration Association.

We offer an alternative to the court system by providing peaceful resolution to everyday conflicts through the use of:

- Facilitation
- Fact Finding
- Mediation
- Negotiation
- Training
- Conciliation

Headquartered in downtown Rochester to serve Monroe County residents, The Center serves an eight-county region of New York State including Cayuga, Livingston, Ontario, Seneca, Steuben, Wayne, and Yates counties.



It is the vision of the Center for Dispute Settlement to help create a non-violent, conflict resolving community where disputes are peacefully resolved at the earliest possible stage to avoid escalation and the potential for violence.

The Center serves an eight-county region of New York State including Cayuga, Livingston, Ontario, Seneca, Steuben, Wayne, and Yates counties.

We help to create the capacity and resource within individuals and the community to effectively resolve disputes quickly, informally, and peacefully.

We have trained and certified hundreds of community members to serve as impartial third parties. We bring people together to help settle their differences peacefully, fairly, and confidentially. All parties in a dispute work to create a resolution they can live with and avoid the need to go to court, or take any other formal action.

### Free Dispute Resolution Glossary of Terms

For a free downloadable Glossary of Terms, visit our website at [www.cdsadr.org](http://www.cdsadr.org) and select the Glossary link.

## About Our Training Resources

Training can be presented on-site or at one of our conveniently located offices. Programs can also be customized to your organization's needs

The Center for Dispute Settlement can help your company, non-profit agency, school district or other organization:

- Educate staff on alternative dispute resolution processes that enable individuals and organizations to resolve conflicts without litigation.
- Build a culture that fosters peaceful dispute resolution.
- Raise awareness about the benefits and availability of alternative to an adversarial process.
- Facilitate board development and strategic alignment.

Our training seminars in this catalog provide participants with comprehensive skills to deal with a variety of interpersonal situations.

Training can be presented on-site or at one of the Center's conveniently located offices.

Programs can also be customized to your organization's needs.

### Fees

The cost for training services varies with each curriculum and are generally based on the number of training hours requested, the number of participants and, in some cases, the training design development.

### For Details



For detailed information including current fees, please contact:

The Center for Dispute Settlement's  
Training Department at 585-546-5110, ext. 113  
or visit [www.cdsadr.org](http://www.cdsadr.org)

# COURSE OFFERINGS for SCHOOLS

**Peer Mediation (2 days) . . . . . 12 hrs.**

**Peer Mediation & Conflict Resolution (3 days) . . . . . 18 hrs.**

**K – 12**

These courses provide an introduction to the principles, theory and application of mediation as a future oriented process for conflict resolution.

**Objectives**

- To provide understanding of the nine step mediation process.
- To examine the roles and functions of mediators.
- To identify the skills and characteristics required to effectively mediate.
- To apply the tools and techniques through simulations.

**Managing Aggression . . . . . 8 – 12 hrs.**

**K – 12**

Classes for youth and adults to identify healthy strategies for coping with strong emotions of aggression and anger.

**Objectives**

- To examine the phases of anger.
- To identify situations that “trigger” anger.
- To identify and practice healthy strategies.

**Conflict Resolution . . . . . 6 – 16 week modules**

**COLLEGES & UNIVERSITIES**

Enables students to review theories and research about conflict resolution and its application in their respective environments.

**Objectives**

- To identify underlying theories and beliefs about conflict.
- To examine the dynamics of violence and conflict.
- To learn basic communication and interpersonal conflict resolution skills and techniques.
- To identify an ADR process appropriate to their (work) environment.



# CUSTOMIZED SERVICES for WORKPLACE & COMMUNITY

## Basic Mediation

Impartial third party works with partners in conflict to help them change their interaction from negative and destructive to positive and constructive.

### Objectives

- To provide understanding of the mediation process.
- To examine the roles and functions of mediators.
- To identify the skills and characteristics required to effectively mediate.
- To provide understanding of conflict theory and practice.
- To apply the tools and techniques through simulations.

## Fact Finding

### Objectives

- To clarify individual roles and functions within an organization.
- To identify collaborative factors that effect organizations or groups.
- To develop an organizational process and plan for collaborative problem solving.

## Facilitation

### Objectives

- To guide and direct a group through their process.
- To identify key issues.
- To assist the group with effective decision making processes.
- To explore the use of effective communication as a means of resolving conflict.
- To assist the group with problem solving.
- To aid in cohesive group development.

## Team Building

### Objectives

- To clarify goals.
- To build ownership across the team.
- To identify inhibitors to teamwork and work to overcome them.
- To improve communication and ultimately affect performance and productivity.

## Technical Assistance

The Center’s training unit is available to provide technical assistance to those organizations seeking to implement a mediation program in their location.

### Objectives

- To assist in clarifying the need for a mediation program.
- To assist in identifying where in the organization mediation fits, including identifying key stakeholders and supporters of the process.
- To assist in identifying the role and function of mediation as it relates to judicial process, (discipline), and counseling.
- To assist in the development of marketing strategy.





The Center for Dispute is a member of:

- New York State Dispute Resolution Association (NYS DRA)
- National Association for Community Mediation (NAFCM)
- Association for Conflict Resolution (ACR)
- National Association of Civilian Oversight of Law Enforcement (NACOLE)
- International Association of Civilian Oversight of Law Enforcement (IACOLE)
- New York State Unified Court System, Office of Alternative Dispute Resolution and Court Improvement
- Victim Offender Mediation (VOM)

**Free Dispute Resolution Glossary of Terms**

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**For More Information**

For details about these and other training programs, please contact The Center's Training Department at 585-546-5110, ext. 113 or visit [www.cdsadr.org](http://www.cdsadr.org) and select the Training icon.

