



CENTER FOR DISPUTE
SETTLEMENT
peace it together



TRAINING CATALOG

2026

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OUR APPROACH

Providing conflict resolution, communication, and implicit bias training for staff isn't just good workplace practice - it's smart business. Organizations that invest in these areas see higher engagement, stronger collaboration, and increased retention, while reducing the costly impact of turnover and workplace conflict. These skills drive performance, protect your bottom line, and build a workplace where people want to stay and succeed.

We work closely with our clients to tailor our trainings and services to meet your unique needs. All of our services are voluntary, confidential, and designed to be inclusive, equitable, and accessible to all.

Fees for Services

Trainings: \$400/hour

(does not include travel, food, or additional expenses requested)

Fee amount determined in consultation with training department, based on type of organization and community need.

Individual consultation/technical assistance/follow-up: \$200/hour





MEDIATION & CONFLICT RESOLUTION

Mediator Trainings

Initial Mediation Training

This 35 hour training introduces participants to the theory, principles, and practice of mediation in the Transformative Mediation framework to prepare them to mediate community disputes. This training is Part 146 approved and is facilitated by a Unified Court System, Office of Alternative Dispute Resolution (OADR) certified trainer. Customized mediation training is also available upon request.

Peer Mediation Training

This highly engaging and interactive curriculum helps youth gain the basic skills of Transformative Mediation while building relationships as a team. The training is 15 hours for middle schoolers, and 18 hours for high schoolers. Staff training and technical support for program implementation are required.

Conflict Skills

Conflict Skills Workshop

This 2 hour workshop introduces participants to essential concepts and skills for approaching conflict in a constructive way. Participants will understand their personal relationship to conflict and identify their preferred conflict style. We will learn a range of active listening skills and practice in pairs. Finally, participants will reflect on their own goals for increasing skills for managing conflict.

Anger Management Workshop

This 2 hour workshop is designed to help participants of all ages understand their feelings of anger and equips them with tools to manage their behavior and navigate conflict. Participants will examine the phases of anger, identify situations that trigger anger, and learn healthy strategies to effectively manage anger.



Conflict Skills *(continued)*

The Power of Dialogue

At a time when political tensions are high, what the world needs is more peacemakers with the courage, confidence, and skills to create safe and brave spaces for meaningful dialogue. In this 2 hour workshop, participants will discuss the differences between dialogue vs. debate, how to model and invite vulnerability, and ways to cultivate the essential peacemaker qualities of hope, optimism, and courage.

The Art of De-Escalation

This 2 hour workshop will introduce participants to key principles of conflict transformation, strategies for self-awareness during conflict, and de-escalation skills that can be used in schools, workplaces, and communities.

How to Have Difficult Conversations

Not looking forward to that difficult conversation you've been avoiding, but know you need to have? In this 2 hour workshop, participants will learn and practice effective tools for maintaining your composure, expressing yourself with clarity, and listening with curiosity across differences.

“ Thank you for the terrific workshop that you conducted. It was a rich, engaging, and stimulating gathering: your presentations were so helpful and informative and the interaction/feedback from participants so constructive. I've been thinking about the "opening statement - (preparing for the conversation) " for two weeks! Really helpful. ”



A photograph of a city street with tall buildings on either side. A large yellow diagonal overlay covers the bottom right portion of the image. The text is centered in the upper half of the image.

DIVERSITY, EQUITY, INCLUSION & BELONGING

We work with organizations to develop and strengthen their Diversity, Equity, Inclusion & Belonging (DEIB) initiatives. Our multi-level training and technical assistance programs help to ensure that these critical efforts are effective and sustainable over time.

Anti-Bias Workshop

This 3 hour training is designed to promote greater awareness of implicit bias in respect to race, culture, gender and gender identity, age, cognitive/physical ability, religious affinity and other identities. The primary goal of this training is to empower participants to recognize their own biases, become aware of the impact of these biases in their work environment, and take steps to reduce the harmful impact of biases.

The training curriculum reflects current innovative and evidence-based research that exposes the unconscious nature of bias and its effects on our thinking, decisions, and actions. The highly interactive curriculum explores the positive and negative impacts of bias and how, if left unchecked, biases can lead to unintended harm in our professional and personal relationships.

As a result of this training participants will –

- Understand biases as a natural human attribute in response to stimuli/triggers and recognize the differences between implicit bias, stereotyping, and explicit bias
- Recognize microaggressions which can negatively impact professional and personal relationships
- Recognize the individual, interpersonal, institutional, and structural systems of oppression that contribute to inequalities in our society

"I learned how easy it is to be oblivious to our own biases and to be mindful of those blind spots."

"[This workshop was] a reminder to not get stuck or shut down. This is important work. Keep learning, checking in, and asking questions"

"Well worth the time. Thank you!"

Diversity, Equity, Inclusion, & Belonging (DEIB)

This workshop series is designed to create safe, brave, and supportive spaces for participants to engage in self-reflection and dialogue about the topics of diversity, equity, inclusion, and belonging. These topics can stir up difficult emotions, and participants are often afraid of “saying the wrong thing,” which can often shut down conversation.

As certified mediators, our trainers use proven, effective techniques for responding to heightened emotions that frequently come up during these discussions. Differences of opinion are approached as an opportunity for learning, empowerment, and recognition of each other’s humanity.

These workshops can be offered as a 4-part series, or they can stand alone.

Reflections on Diversity, Equity, Inclusion & Belonging (DEIB)

This workshop will introduce participants to the concepts of Diversity, Equity, Inclusion, and Belonging. Participants will reflect on what they already know about these concepts, what they want to learn, and any fears or anxieties that come up as they navigate this challenging topic. The goal of this workshop is to create a safe and brave space for participants to explore these hard conversations with honesty, vulnerability, courage, and a sense of shared purpose.

Identity and Self-Awareness

This workshop will help participants to cultivate self-awareness as they reflect on their multiple identities and how these have shaped their life experiences. We will explore the concepts of race, ethnicity, socio-economic class, gender, sexual orientation, age, and other categories that have historically privileged some groups over others. Participants will reflect on how our identities shape how we see ourselves and others.

Power and Privilege

In this workshop, participants will identify areas of our life where we experience power and privilege as well as areas where we experience oppression and marginalization. Participants will reflect on the intersectionality that arises from overlapping oppressed identities. Finally, we will explore how we can use our power and privilege to advocate for our own communities as well as serve as allies and accomplices to others.

Implicit Bias and Microaggressions

This workshop focuses on how implicit biases can lead to microaggressions – the often subtle, often unintentional, words, images, and actions that communicate negative messages about people in oppressed groups. Participants will learn to recognize microaggressions, understand the biases and stereotypes that underlie them, and develop tools for responding to and preventing microaggressions.



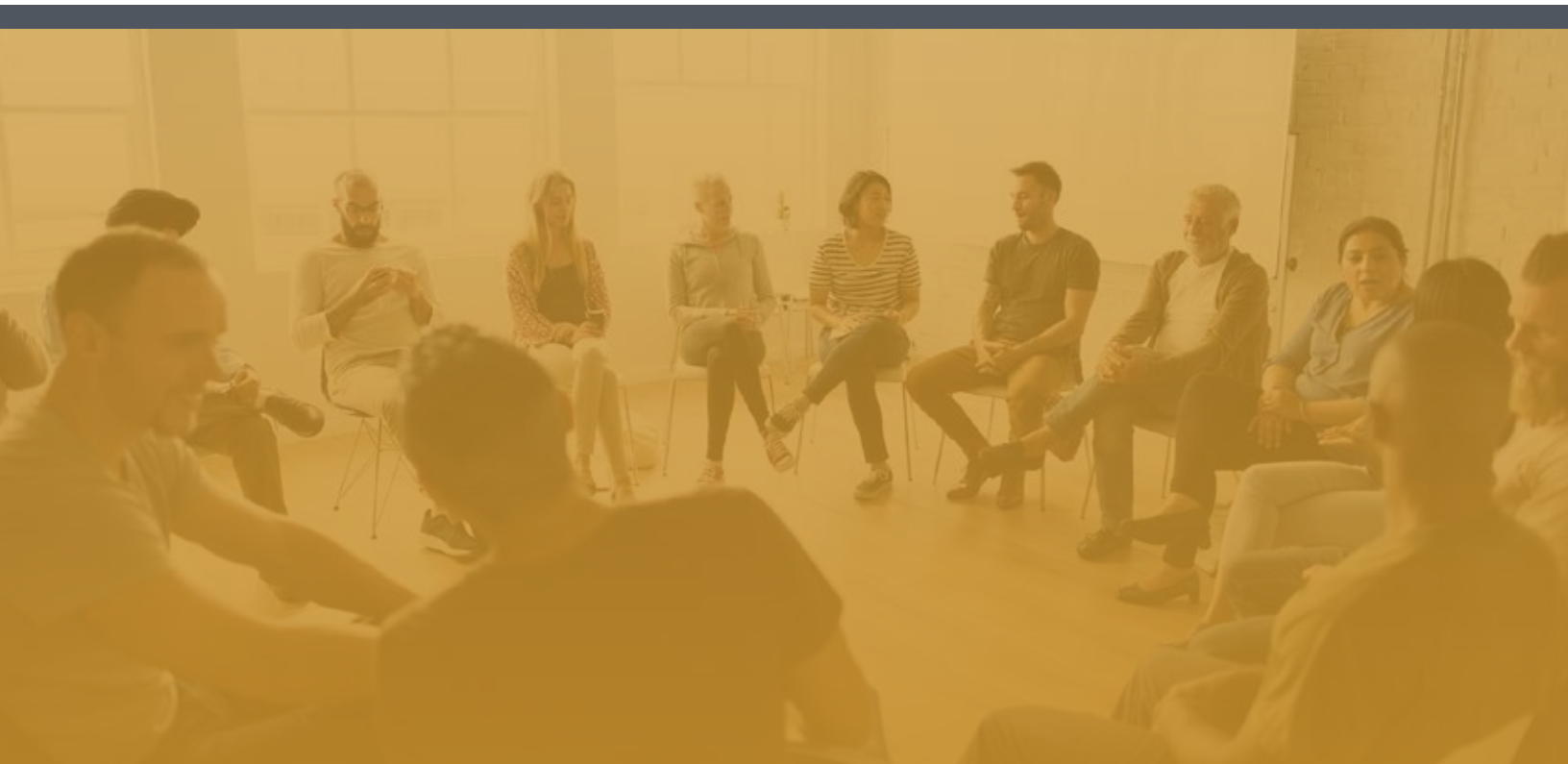
RESTORATIVE PRACTICES

Restorative Practices

Restorative Practices refer to a philosophy and set of tools that are based on Indigenous practices used around the world to build relationships, strengthen a sense of community, and collaboratively respond to harm. We work with organizations to implement restorative practices with fidelity, a process that typically takes 3-5 years and includes ongoing training, technical assistance, and evaluation. We work alongside other local restorative practices agencies to ensure that our services and facilitators are matched to the communities we serve.

Introduction to Restorative Practices

This 2 hour presentation will introduce participants to the key principles and concepts of restorative practices, restorative justice, and restorative mindset. We will discuss the purpose and function of responsive tools as well as the continuum of informal to formal practices. Participants will experience a brief community building circle that will orient them to the essential elements of the circle process. Finally, we will discuss best practices for implementation of restorative practices in organizations.



Restorative Practices (continued)

Facilitating Community Building Circles Restorative Practices - Tier 1

This 18 hour training will prepare participants to facilitate community building circles in their community or organization. Participants will experience several community building circles and reflect on the importance of safety, trust, and power sharing in circles. Participants will learn about the history and purpose of restorative circles in Indigenous communities. We will discuss the principles that create the foundation of circle work and review the key components of community building circles. Participants will reflect on the role of the circle keeper and the importance of self-awareness and self-care. Finally, participants will plan and facilitate a role play community building circle that can be used in their own community or organization.

Facilitating Conflict/Harm Circles Restorative Practices - Tier 2

This 12 hour training is designed for participants who have completed Restorative Practices Tier 1 training (Facilitating Community Building Circles). Participants will discuss the difference between punitive and restorative approaches to discipline and contrast the structure of Tier 1 and Tier 2 circles. We will review the purpose and key steps for preparing participants for a conflict or harm circle and practice a pre-circle conversation. Participants will observe a mock conflict/harm circle and then prepare and practice facilitating a “real play” conflict/harm circle based on a real situation in their work setting.

Advanced Topics for Experienced Circle Keepers

Restorative Conversations

This 3 hour workshop is designed for participants who have completed Restorative Practices Tier 1 training (Facilitating Community Building Circles). Participants will learn and practice the skill of restorative conversations for addressing conflict/harm informally through brief conversations. Skills include: inviting the conversation, beginning with an I statement, asking the restorative questions, and reflective listening. We will discuss the alignment between restorative conversations and similar models such as the Life Space Interview (Therapeutic Crisis Intervention).

Train the Trainer: How to Share Restorative Practices

This 12 hour training is designed for participants who have completed Restorative Practices Tier 1 and 2 training. Participants will reflect on the key principles of restorative practices and how to effectively communicate these to newcomers. We will discuss the importance of practicing and modeling a “restorative mindset” and the role of a restorative champion. Finally, we will review some sample outlines for “Introduction to Restorative Practices” workshops and practice delivering the material.

Additional advanced topics include:

Troubleshooting your Circles, Using Circles to Address Identity-Based Harm, Facilitating Community Dialogue Processes, Using Circles in Academic Settings.

The image features a professional office setting. On the left, a woman in a white collared shirt is seen in profile, looking out a large window. On the right, another woman is seated at a desk, looking towards the camera. She has a laptop in front of her with 'CIT' printed on the lid. The background shows office cubicles and windows. A diagonal blue overlay separates the two scenes.

OTHER SERVICES

Other Services

Conflict Coaching

Conflict Coaching is a short-term service designed to help individuals work through a specific conflict. Using a four-step process, conflict coaches help clients to understand the situation better and come up with a plan to address the conflict. Conflict coaching is offered both in person or virtually, for up to six 2-hour sessions.

Mediation

Mediation is a safe, confidential, and voluntary process designed to help parties have a conversation about their conflict and resolve their differences without litigation. Our mediators are trained to be neutral and impartial and can support parties to express what's important to them as well as understand the other party's perspective. Mediation is offered both in person and virtually.

Restorative Process (Circles)

Circles are based on Indigenous practices used around the world to strengthen relationships, build a sense of community, and collaboratively respond to harm. Proactive circles can be used to create a sense of teamwork in workplaces and organizations, while responsive circles can be used to address conflict, repair harm, and address issues arising from bias and inequities. Circles are offered both in person or virtually.

Community Dialogue

A Community Dialogue is used to address incidents of harm that have impacted multiple people or groups within a community. A community dialogue can be offered through large group events, facilitated group meetings, as well as guest speaker presentations followed by small group circles.

Interested in a Training?

Please call or send an email to:

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585-546-5110

<https://www.cdsadr.org/>



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