

1. Conflict and Me: an introduction to conflict resolution

A 2-day course which focuses on exploring your personal experience of and own relationship with conflict - the key starting place of conflict resolution.

The course aims for you to:

- know what your patterns are in conflict
- understand anger - what starts and escalates it
- understand how behaviour and language can either connect or disconnect you from others
- use communication tools to deepen relationships.

**Dates: January 30th & 31st
February 20th & 21st (repeat)**

2. Communicating through conflict

A 1-day course designed to develop your communication skills using several core conflict resolution tools that can help you manage relationships, interactions and conflicts with others.

The course aims for you to be able to:

- understand how thoughts and feelings impact on your communication with others
- gain the ability to use communication tools to deepen understanding and de-escalate conflict
- increase self-confidence in dealing with conflict situations
- communicate assertively to promote open dialogue and encourage movement past differences.

**Dates: February 7th
February 28th (repeat)**

3. Dealing with difference: prejudice and how to overcome it

A 1-day course which introduces some powerful tools for understanding and dealing with prejudice.

The course aims for you to:

- deepen self-awareness of your own assumptions and prejudices
- explore the impact of labelling and stereotyping others
- understand the discrimination cycle and where it can be broken
- practice new techniques for challenging prejudicial and discriminatory behaviours.

**Dates: February 8th
February 29th (repeat)**

4. Advanced Interpersonal and Mediation Skills

Please note, you need to commit to volunteering with Conflict & Change and complete Days 1-4 to take part in this course.

A 4-day course which builds on the learning already gained to support you to:

- Understand and use the mediation process
- Develop deeper self-awareness of your habits and roles when you are a third party dealing with conflict
- Deepen your understanding of using conflict resolution tools and your confidence to use them through practise and feedback

Dates: April 17th, 18th, 24th & 25th

To reserve your place on these courses contact us.
Each course will be held at our offices between the hours **09:30 – 16:30**.
(Address: 2a Streatfeild Avenue, East Ham, London E6 2LA)

* Workshops are only free for people who live or work for a Voluntary organisation in Newham. People working in the private or statutory sector will be charged a fee.

For more information about these courses contact
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or visit www.conflictandchange.co.uk

This document is available upon request in alternative formats; please contact us to discuss your needs.