Communication and Conflict Skills Training  
Provided by Community Mediation Maryland

Conflict Management Skills Training Provides:

- Strategies for effective meeting facilitation
- Listening skills to foster understanding in challenging conversations
- Fun and Inter-active experiences and activities to keep participants engaged and eager to learn
- Hands-on, practical experience through role plays
- Techniques for speaking to be heard in a way that moves towards problem-solving
- Skills that build positive relationships, and effective communication
- Feedback to participants to individualize the use of skills learned
- Customization to your school system’s needs

Who Is Invited to Attend?

- Anyone associated with IEP Team Meetings, including parents, students, SECAC members, Administration, staff, etc.

Setting Up Trainings:

- Contact Erricka Bridgeford at mediationdiva@gmail.com, or 443-622-3924.
- Trainings are designed to run for 2 hours, 4 hours, 6 hours, or 8 hours. You choose which time frames work best for your system’s schedule.
- Schedule as many trainings for your school system as you’d like, with a maximum of 20 participants in each training.
- In order to support learning, you will schedule follow-up trainings, to take place 3-6 months after each initial training. Follow-up trainings give participants support in using the skills effectively in everyday situations.

In Previous School Years:

- 3 school systems received Conflict Management Skills training, reaching IEP Chairs, Special Ed Central Office staff, Administration, and Parents.
- Many people commented, “This training was great and should be available to all students, staff, administrators, communities, etc.”
- Well over half of the participants agreed that the training would help them be more effective at IEP meetings.
- Evaluations echoed, “What I liked best about the training was getting a visual of myself in conflict, interactions, and responses.”
- 86% of the participants agreed that this training would help them be more effective in understanding other people during conflict.