

## 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](mailto: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.