



Words can be Windows or Walls

Conflict Resolution and Mediation 2 day introduction to the Dialogue Road Map

**26th & 27th October, 2013
Bristol**

Maria Arpa introduces her unique communication tool which helps to transform resistance and hostility into engagement and co-operation.

The training examines underlying blocks to communication and provides practical techniques for making progress in a conversation.

- An introduction to the Dialogue Road Map
- Proven skills to use in conflict situations
- Effective tools to de-escalate disputes
- Techniques to manage conflict behaviour
- Live exercises in dealing with disputes

This training includes:

- ✓ a grounding in nonviolence and its place in conflict resolution
- ✓ how needs-based theory helps communication
- ✓ why people choose to fight
- ✓ finding your compassionate self in a heated dispute
- ✓ awareness of the role of a mediator

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