



Conflict Resolution

Certification for SHSM Students

Overview

Objective

Conflict happens! In this workshop, participants will practice tools to build their conflict resolution toolkit to **navigate conflict** with family, friends, and in the workplace.

Ontario Curriculum Connections

This program is designed to align with Ontario's Specialist High Skills Major program as a sector-recognized training.

Participants will...

- identify & respond to conflict when it arises
- build shared language for problem-solving
- practice tools for courageous conversations

TREE Vision

We design and facilitate evidence-based programs to give children, youth, and adults who support them the tools they need to build stronger relationships, self-efficacy in peacemaking skills, and justice in their communities.

Materials

- Personal device and access to internet (virtual format only)

Program Format

- In-person: 2 hours, synchronous
- Virtual: 2 hours synchronous

Virtual platform options include:

- Zoom
- Microsoft Teams
- Google Meet
- Bongo

Accessibility

- Closed captioning can be used for the synchronous portion of this training.
- Interactive activities will be seated, but may have participants engaging with others from a safe distance.

Costs

- \$10 +HST/participant, \$100 +HST minimum.
- In-person workshops will include a travel fee.



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Workshop Outline

Interactive Workshop (2 hours)

- **The Roots of Conflict:** Exploring the needs and interests that underlie most of our interpersonal conflicts.
- **Intent-Action-Effect:** Examining how our intentions and the effect of our actions can create misunderstandings.
- **Positions and Interests:** Understanding how to approach conflict seeking win-win outcomes.

With each model, participants will practice tools through interactive activities.

Post-Workshop (30 minutes)

- Reflection Activity
- Participants who complete this program will be awarded a certificate from The Ripple Effect Education.

About our Team

We work out of the Kindred Credit Union Centre for Peace Advancement in Waterloo, Ontario, amongst others who research and practice peacebuilding. Our curriculum is designed and tested by peace practitioners and educators.

Our SHSM programs are always led by our Lead Facilitators, who have extensive training and experience in conflict transformation, activism and youth engagement.

Learn more about [our team](#).

