

FOUNDATIONS OF CONFLICT RESOLUTION

Understanding and Befriending Conflict

This is the first course in Facilitated Solutions' *FOUNDATIONS OF CONFLICT RESOLUTION* training program.

What you think and believe about conflict influences how you view and respond to situations around you. This course will prompt you to critically reflect on the relationship that your beliefs, both past and present, have on how you perceive and act in conflict situations. You will also be introduced to ways of thinking about conflict that may help you befriend discomfort which can help you unlock conflict's positive potential.

Key Objectives and Outcomes:

- To understand the cyclical relationship between our thinking, perceptions, responses and results in conflict situations.
- To increase awareness of the impact of both your childhood and current beliefs about conflict
- To learn key questions to help you think strategically about your responses to conflict.
- To explore personal and system beliefs and assumptions about conflict that can help to unlock conflict's positive potential.

Training Modules:

Each training module in this course consists of an engaging video presentation that overviews a key concept or skill. Each training video has an accompanying resource page with questions for personal reflection. Students often like to download and print these to compile into a resource manual.

The course is capped off with a "Call to Action" module that challenges students to immediately apply and practice these new concepts and skills.

- 1.0 Introduction and Overview to Understanding and Befriending Conflict
- 1.1 The Interaction Cycle
- 1.2 Beyond Passive and Aggressive
- 1.3 Pause and Choose
- 1.4 Call to Action