

CONFLICT RESOLUTION COURSE



Why Attend?

- Understand what conflict resolution is and why it matters
- Learn who benefits most
- Explore if all conflicts can be resolved
- Discover the dangers of unresolved conflict

The Positive Action Cycle

Positive Thought → Positive Action → Positive Feelings → Resolution

3 Steps to Resolve Any Conflict

1. Identify the Conflict

- ◆ What triggered it?
- ◆ Who's involved & why?
- ◆ Is it worth engaging?

3. Resolve Together

- ◆ Safe space for all voices
- ◆ Teamwork & accountability
- ◆ Honesty, compassion, and fairness only

2. Choose Positive Action

- ◆ Treat others with kindness, respect, and empathy
 - ◆ Commit to healthy communication

Code of Conduct Goals

- Treat others the way you want to be treated
- Show empathy, kindness, and fairness
- Communicate positively
- Cooperate to reach resolution

Positive Thought + Positive Action + Positive Feelings = Conflict Resolved