

## 9 Conflict Competencies

In addition to live workshops, RRG offers comprehensive online training. The core of our conflict curriculum centers around our 9 conflict competencies.

These competencies are 9 key skills that allow us to access others, develop solutions, and mediate conflict. Each online course includes interactive role plays attached that allow participants to apply the concepts learned in the online training. The courses are listed below.

- Awareness
- Empathy
- Engagement
- Active Listening
- Reframing
- Responding
- Solution Design
- Solution Delivery
- Accountability



**Before Fighting an  
Uphill Battle,  
Face Conflict the  
Correct Way**

## High Emotion Conflict Training

As educators, each day we enter the class or office and know conflict is **INEVITABLE**.

We at RRG are committed to professional development that is meaningful giving teachers and administrators the tools to successfully resolve conflict.

Each of the following...

- Teacher to Student
- Teacher to Parent
- Administrator to Teacher and
- Teacher to Teacher

....must be resolved professionally where everyone feels valued and heard

When conflict is identified early, student disciplinary consequences such as ISS, OSS, and DAEP will decrease and the graduation rate will rise.

RRG wants to partner with your schools and employees to learn how to deescalate conflict before it begins.

RRG offers conflict resolution through a blend of face-to-face and online programs in full, half-day and online sessions monthly to educators honing in the skill sets necessary for dealing with student disputes, high emotional parent conflict, special education grievances, and social media conflict.

Our philosophy at Resolution Resource Group is to use the online and half-day trainings as a way to get everyone on a campus speaking the same language surrounding conflict.

## Proactive School Safety Training

Effective conflict management increases productivity and innovation.

Our conflict Resolution Training (CRT) program will provide educators with in-depth feedback on their responses to conflict and how their behaviors influence their school, classroom and students.

Educators will gain understanding about how to manage their emotions and communicate in a positive manner.

### Conflict Resolution Training (CRT) Program

These courses blend online and in-person training sessions.

#### Part 1:

- Utilizes online training to provide an overview for effectively handling conflict.

#### Part 2:

- Dives deeper and provides in-training to focus on practical techniques participants can use in their day-to-day operations.

As a result, participants become equipped to reduce the harmful effects of future conflicts while confidently addressing current situations in ways that strengthen team relationships.

## Interactive Conflict Training (ICT)

Interactive Conflict Training using in-person role-plays, designed prior to training and based on the top three conflict scenarios students and educators face according to the district.

Educators will perform the role-plays under the supervision of the trainers to practice applying practical techniques to resolve conflict.

### Student and Educator Outcomes

1. Identify and use techniques to resolve realistic conflict scenarios within their district, school, and classroom.
2. Receive feedback from a panel of trainers on ways to improve upon their performance within the role-plays.
3. Develop a plan for diffusing conflict specific to make education centric.

#### Parent Conflict

Our first half-day program focuses on practical skills for assessing and resolving high emotional conflict with parents. The course focuses on high emotion parent meetings, confrontations and social media conflict

#### Student Care Conflict Resolution

The second half day training will focus on student conflict such as Teacher-to-Student conflict, bullying management, and trauma informed care.

#### Mediation Certification (Train-the-Trainer Model)

This training meets the requirements of the state of Texas Mediators Training Roundtable. Those who complete the 2 day face-to-face and online training will receive their certificate in mediation and will be able to conduct court appointed mediations.