



Child and Family Services

# Center for Resolution and Justice

## Interest Based Conflict Resolution... From Argument to Agreement

In conflict, each side is one of the other’s best resources for resolution. Each side has information and insight the other side needs to understand the issue and expand the options for potential solution discovery. An interest-based process increases the likelihood of reaching outcomes that work for both sides and improve the relationship for the future. The interest-based process shifts the focus of conflict resolution from positions to underlying interests and guides the parties toward solution finding through communication, information, and integrative thinking.

**This session offers practical, hands-on interactive training designed to:**

- 1. Clarify the process and identify key elements for conflict resolution**
- 2. Sharpen skills for distinguishing issues, positions and interests**
- 3. Apply the process to assist others in resolving conflict**



The instructional approach combines self-reflective learning and practical application through the use of case simulations and expert presentation. A simple three-phrase process for facilitating interest-based conflict resolution be introduced. Participants will have opportunity to reflect and problem-solve on their own experiences using interest-based techniques.

### Who will benefit from this training?

- **Human Resource Professionals and Supervisors dealing with employee disputes**
- **Newly trained and experienced mediators assisting others in resolving disputes**
- **Attorneys engaging parties in negotiations**
- **Social Services providers working with clients engaged in conflict**
- **YOU WILL!**



**Date:** Tuesday, June 3, 2014  
**Time:** 9:00 am - 4:00 pm  
**Location:** Child & Family Services  
 330 Delaware Avenue  
 Buffalo, NY 14202  
**Fee:** \$125 (includes training materials and lunch)

Space is limited in order to maximize opportunities for learning. Contact Lisa Nevins at (716) 335-7120 or lnevins@cfsbny.org to register or for more information.

### Trainer:

*Susan Woods brings over twenty years’ experience using interest-based conflict resolution to assist organizational leadership, negotiators and parties in conflict to resolve issues and improve working relationships. She is Managing Partner with Henderson Woods, LLC and former Senior Extension Faculty with Cornell University ILR. She holds Masters degrees from Duke University and the University of Massachusetts.*