

# CRU INSTITUTE TRAINING FOR FACULTY

## *CONFLICT RESOLUTION: BEYOND PEER MEDIATION*

### *Teaching Understanding, Acceptance, and Respect*

#### Location

Seattle Area, WA

Seattle Area, WA

#### Elementary (8:30-4:30)

February 7, 2012

June 25, 2012

#### Middle/High School (9:00-3:30)

February 8 & 9, 2012

June 26 & 27, 2012

*The mission of CRU Institute is to teach young people effective, peaceful ways to resolve conflict and to develop understanding, respect, and the ability to cooperate with others in a multicultural world.*

#### **\* Attend CRU Institute's**

##### **Faculty Training in Seattle**

Learn how to mediate disputes and how to setup a Student Conflict Mediation Program your school.

#### **\* We Can Come To You:**

Our trainers are available to train faculty, students, and parents in your set area. We contract with Districts and at Schools. **Call for more information.-**

### **Training Outline**

#### **Part One**

##### **Ways to Deal with Conflict**

The Ball Game

##### **What is a Mediator/Conflict Manager**

##### **Listening Skills**

Space Invader

Active Listening

##### **Restating Exercise**

Student Committee

##### **"I" Messages**

##### **Understanding Others' Point of View**

##### **Cultural Diversity and Conflict**

#### **Part Two**

##### **Feelings**

Looking for Feelings

Listening for Feelings

Thoughts v. Feelings

Feelings and the Mediation Process

##### **Setting up a Student Mediation Program**

##### **How to Supervise Student Role Plays**

#### **Part Three**

##### **Mediation Techniques**

Define the Problem

Enforce the Rules

Balance the Power

##### **The Contract**

##### **Mediation Techniques**

Dig for Underlying Information

Stay on the Subject

Avoid "Dirty Laundry"

Separate Interests from Positions

Agree on a Fair Standard

#### **Part Four**

##### **Stop Action Role Play: Review Technique**

##### **Mediation Techniques**

Teach Disputants "I" Messages/Restating

"What Will Happen if..?"

Brainstorming

##### **Dealing with Difficult Situations**

##### **Being Your Own Mediator**

## **ABOUT CRU INSTITUTE.....**

**Experience in mediation and training** make CRU Institute a unique organization. Since 1987, our trainers have conducted Student Mediation Training at hundreds of schools. Today, most of these schools train their own students and continue the student mediation program.

**Nancy Kaplan, MSW, CRU Institute Executive Director** developed the Conflict Manager and Peer Mediation Programs and the associated training materials. Nancy Kaplan has been a therapist and a mediator for over twenty years. She is a former board member of the Academy of Family Mediators. Her interest in children (she is the mother of eight) makes her a unique person to teach your students the mediation process.

**Deanna Morris, MSW, CRU Institute Program Director & Lead Trainer**, has trained and been an administrator with CRU since 1992. Deanna brings youthful exuberance as well as skill to our training. She has worked with children in residential care and used mediation skills to help these young people resolve conflict. Her experience also includes foster care and adoption work with families and children, and adolescent therapy in lock down facilities

**Charles Upshaw, CRU Institute Trainer** has been a high school athletic coach for over 15 years. He has used mediation skills to resolve conflicts between parents and athletes as well as disputes among team members. Over the past twenty years, Charles has acted as counselor, advocate, and para-educator with a variety of people including at-risk youth and many youth and adults who are developmentally and physically challenged. Charles has a deep passion for helping people. His 'hidden love' is for the Arts and Theatre.

## COST OF THE TRAINING

### ELEMENTARY (ONE DAY):

\$160 PER PERSON includes one day training for one person and handout packet

\$500 ONE PERSON plus Complete Training Curriculum: includes Manuals, DVD's, and training aids.

\$620 TWO PEOPLE plus Complete Training Curriculum: includes Manuals, DVD's, and training aids.

**\*\*\*ADD \$25 PER PERSON WHEN REGISTERING LESS THAN TWO WEEKS PRIOR TO THE TRAINING**

### SECONDARY (TWO DAY):

\$265 PER PERSON includes two day training for one person and handout packet

\$660 ONE PERSON plus Complete Training Curriculum: Includes Manuals, DVD's, and training aids.

\$880 TWO PEOPLE plus Complete Training Curriculum: includes Manuals, DVD's, and training aids.

**\*\*\*ADD \$25 PER PERSON WHEN REGISTERING LESS THAN TWO WEEKS PRIOR TO THE TRAINING**

- ◆ **ONE CONTINUING EDUCATION CREDIT** through Seattle University. (SECONDARY TRAINING ONLY)  
Additional \$40 payment to Seattle University required. Information will be provided on the day of training.
- ◆ **CLOCK HOUR CREDITS** available through Seattle University. Elementary 6 clock hours/ Secondary 10 clock hours.

## **REGISTER TODAY: SPACE IS LIMITED!**

**PLEASE ENROLL ME IN CRU INSTITUTE'S FACULTY TRAINING**  
(CHECK THE APPROPRIATE BOX(ES))

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Seattle Area, WA                                       February 7, 2012                                       February 8 & 9, 2012

Seattle Area, WA                                       June 25, 2012                                       June 26 & 27, 2012

Name \_\_\_\_\_ Position \_\_\_\_\_

School \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Street \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_ Email \_\_\_\_\_

**\*\*\*ADD \$25 PER PERSON WHEN REGISTERING LESS THAN TWO WEEKS PRIOR TO TRAINING**

Total Amount: \$ \_\_\_\_\_ Purchase Order # \_\_\_\_\_

Visa  MasterCard \_\_\_\_\_ Exp. Date \_\_\_\_\_

Cardholder Signature \_\_\_\_\_

**Return To: CRU INSTITUTE, 2330 130<sup>th</sup> Ave. NE, Bldg. C, Suite 102**

**Bellevue, WA 98005 ♦ 1-800-922-1988 ♦ fax: (425) 867-0491  
deanna@cruinstitute.org ♦ [www.cruinstitute.org](http://www.cruinstitute.org)**

## **CRU Institute Offers:**

**Comprehensive Training Materials**  
Manuals • Videos • Teacher's Guides

- Whole-School Conflict Mediation Training

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## **Student Mediation Programs Work!**

- Help Stop Violence, Harassment, & Bullying
- Teach Conflict Resolution Skills                      • Build Students' Self Esteem
- Increase Cultural Awareness                      • Develop Anger Management Skills

**VISIT our Website: [www.cruinstitute.org](http://www.cruinstitute.org) or **CALL: 800 922-1988****