Conflict Management In Special Education

OAKLAND MEDIATION CENTER

When planning for children with special needs, it is crucial that IEP team meetings go well. This highly interactive workshop is designed to impart skills that help the IEP team effectively manage conflict prior to, during and after IEP meetings. This workshop is ideal for any school staff person working in special education or parent who is involved in the IEP process.

By the end of this training, participants will be able to:

1) Identify the various conflict management styles and how they can be used in dealing with conflict.
2) Interpret nonverbal communication effectively to understand the messages being conveyed.
3) Listen effectively using the five critical active listening skills.
4) Use effective questioning to help clarify, identify issues and provide new insight or meanings.
5) Identify which phrases or words can cause a negative reaction and which phrases or words can create a positive reaction.
6) Apply preventative strategies that can alleviate issues that arise during the IEP meeting.

Dates:

- Friday, June 29, 2018 ~ 830 am - 1230pm
- Monday, July 9, 2018 ~ 1pm to 5pm
- Tuesday, August 11, 2018 ~ 1pm to 5pm
- Tuesday, September 4, 2018 ~ 1pm to 5pm
- Tuesday, October 9, 2018 ~ 830am to 1230pm

Registration Information:

Participants can register at **www.mediation-omc.org**

Cost:

FREE for both public and private workshops.

Questions:

Contact Ashley Turner, Mediation Specialist, aturner@mediation-omc.org or 248.338.4280 ext. 211

Managing Conflict, Resolving Disputes, Promoting Communication

Your Community Resolution Experts
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