



**EDUCATIONAL SERVICE CENTER (ESC)
OF CUYAHOGA COUNTY PRESENTS**

Conflict Mediation *and* Resolution

November 7, 2017

Please join us for a full-day interactive workshop highlighted by the award winning *Parent-educator Simulator®*. This unique presentation will also feature live actors and audience participation.

Workshop Topics Include:

- ◆ Validating the Single Story
- ◆ Identifying and Balancing Competitive Edges
- ◆ Managing Disputes
- ◆ Resolving Conflict

Skill Acquisition Includes:

- ◆ Effective Listening for Empathy and Understanding
- ◆ Responsive Strategies to Address Complex Concerns
- ◆ Application of Best-Practice Approaches
- ◆ Resolution of Conflicts

About the Presenter:

Michael Douglas is the Chief Diversity Officer of Walsh University in North Canton, OH, and the President and Founder of Diversity Initiatives.

Target Audience: Building administrators, Supervisors, Central Office Administrators, and other interested educators!

TIME

9:00 AM—3:00 PM

8:30 AM—REGISTRATION

COST

\$150.00 PER PERSON

(INCLUDES LUNCH/
MATERIALS)

LOCATION

ESC OF CUYAHOGA

COUNTY

6393 OAK TREE BLVD. S.

INDPENDENCE, OH



REGISTRATION: WWW.ESC-CC.ORG (PROFESSIONAL DEVELOPMENT/CALENDAR OF EVENTS)

REGISTRATION ASSISTANCE: TRACY.SPIES@ESC-CC.ORG OR (216)901-4229