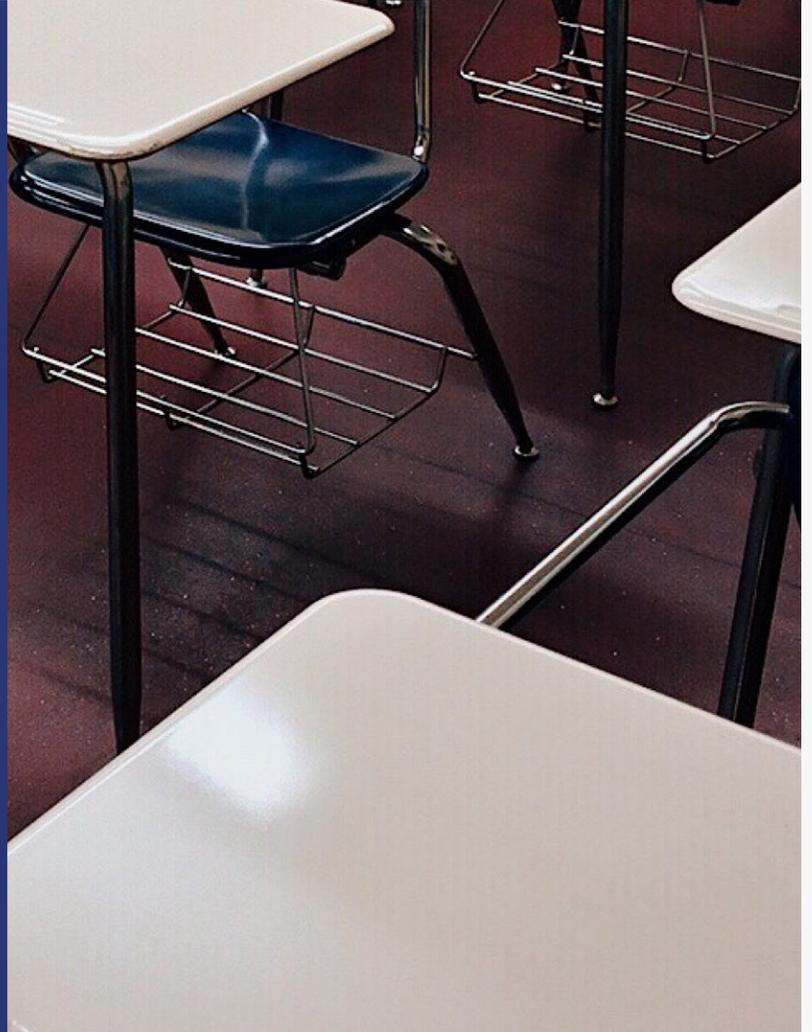




# CONFLICT RESOLUTION

Education Training Catalog



This Conflict Resolution training was applicable to all our coaches, from Jr High to High School. The role play exercises were outstanding and very impactful. I would highly recommend the training to Districts around the state.

**Frank Arnold**

Former Judson ISD Head Football Coach, and inductee into the Texas High School Football Hall of Fame

The RedZone in-service provided excellent new tools for our coaching staff to use in issues relative to parent conflict. The feedback from our staff was all very positive.

**Kevin Ozee**

Duncanville ISD & Southlake Carroll

This training was great for our first-year coaches as well as those with experience. The role play exercise that was done dealing with difficult parents in heated situations, was real in every sense. Highly recommend this training.

**Robert Lenhoff**

Cibolo Schertz ISD

Outstanding. Great presentation and all very useful to our coaches and administrators. Conflict resolution is one of our top issues as coaches and teachers.

**Jeff Dicus**

Duncanville ISD, Lake Travis ISD, and Mission ISD

## 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. Teacher to parent, teacher to student, administrator to teacher and teacher to teacher conflict must be resolved professionally where everyone feels valued and heard. RRG offers conflict resolution in full, half-day and online sessions monthly to educators honing in the skill sets necessary to create a culture of collaboration and learning.

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. Considering schools are more diverse than ever before, bullying and school safety is on the minds of all stakeholders, and districts have five generations leading and learning, there is conflict. RRG is dedicated to assisting districts and staff to handle conflict resolution successfully and where each person in the learning community feels safe and supported.

Through a blend of face-to-face and online programs, the Resolution Resource Group provides practical trainings for dealing with student disputes, high emotional parent conflict, special education grievances, and social media conflict. The trainings provided range from half-day interactive trainings focused on learning practical skills that you can apply in your classrooms and on your campuses immediately, to in-depth train-the-trainer programs that certify participants as mediators. The philosophy of RRG is to use the online and half-day trainings as a way to get everyone on a campus speaking the same language surrounding conflict. The mediation certification training is more in-depth, and is designed to develop a conflict resolution specialist within the district to change the culture surrounding conflict.

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## 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.

These courses blend online and in-person training sessions. The first part of the CRT program utilizes online training to provide an overview for effectively handling conflict. The second portion delves deeper and provides in-person training to focus on practical techniques participants can use in their day-to-day operations. Role-playing exercises will be designed to simulate conflict scenarios provided by the group.

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.

*Note that training programs can be scaled or broken up to fit the scheduling needs of your district.*

## THE COST OF CONFLICT

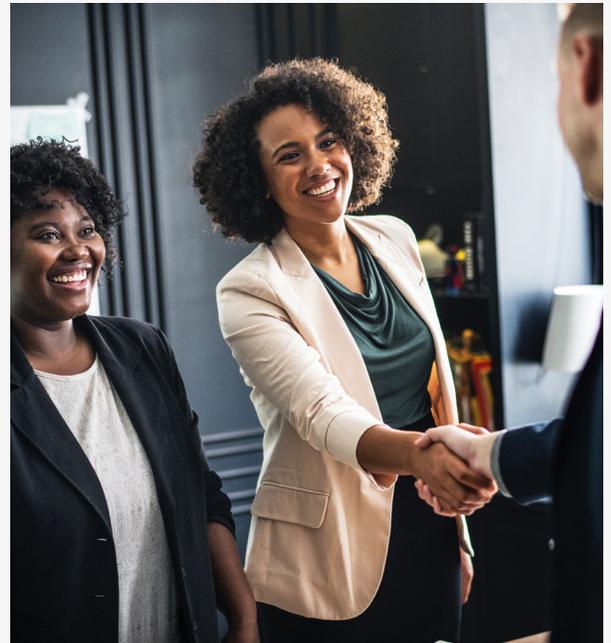
While informative to understand the broad scope workplace conflict, the existing scientific research and industry assessments only succeed in painting a generalized/aggregated picture of the hidden, direct, and potential costs of conflict for organizations. We have undertaken the task of estimating the cost of conflict through individualized organizational customization. Our algorithms consider factors largely omitted by prior work in order to produce a highly accurate estimate of what conflict is (a) costing your organization, and (b) how conflict can enable improved organizational efficiencies. For example, existing cost calculators fail to account for the type, level, and duration of the conflict, which are critical omissions since some forms of conflict can be productive – especially if resolved swiftly and without incident, complaint, or formal grievance filing (Jehn, 1997).

## THE RRG WAY

We collect data from a variety of internal and external sources and approach calculating the degree of organizational conflict from three distinct sources – the individual employee, the district, and the quality of the match between the two. To assess how individual teacher/ staff characteristics may influence conflict, we develop a robust profile of personal characteristics to include demographics, education, experience, employee rank, organizational tenure, salary and benefits, family structure (i.e., work-life balance), district commitment, role clarity (and more). At the district level, we consider a number of customizable and proprietary factors such as organization segment and type, regional cost of living, access to a qualified workforce, turnover, legal action (and more). Our match analysis assesses the degree to which teachers and staff are able to work effectively with each other (and in teams) and how the structure of the district aligns with the personal characteristics of its employees. This allows us to quantify the quality of: (1) the employee-to-employee match, (2) the quality of the district-to-employee match, and (3) the quality of the employee-to-work function match. We do this in order to assess how employee, district, and functional match impacts workplace conflict and its associated costs.

## ASSESSMENT– CONFLICT MANAGEMENT PROFILE (CMP)

This assessment first identifies one of three work roles preferred by the individual teacher/staff member: (1) relational, (2) task, or (3) process. Through our educational research, RRG and WRG have identified these areas as overarching functional workplace capacities of administrators. Second, we map these functional against three primary conflict styles: (1) avoider, (2) competer, or (3) problem-solver, in order to construct individualized report that matches one's preferred job function to their interpersonal communication style. The resulting profile will assist the district's HR office to better match the employee with a job function to reduce inefficiencies and improve workflow.



## **WHAT DOES CONFLICT COST THE DISTRICT?**

According to CPP Inc., employees in the United States spend almost three (3) hours per week involved with some form of mild to intense conflict, which amounts to approximately \$359 billion in paid hours or the equivalent of 385 million working days nationally. Another study by AtTask, who defined conflict as "... any workplace disagreement that disrupts the flow of work", found that organizational managers can spend upwards of 26% of their time managing conflict in the workplace, which accounts for nearly one full workday each week.

Moreover, direct costs such as litigation from grievance filings, insurance premium increases, theft, and sabotage to projects and equipment can result from workplace conflict.

## **WHAT DOES CONFLICT COST THE FACULTY AND STAFF?**

Conflict, if left unresolved, can also lead to attitudinal and behavioral issues among teachers and staff that carry hidden costs. For example, reductions in productivity, decreased job satisfaction and commitment, absenteeism, and eventually turnover all lead to bottom-line costs, increased hiring costs, and disruptive restructuring (Lewin, 2002). It also takes away from the learning environment. A litany of academic research on employee conflict (De Dreu & Gelfand, 2008; Jehn et al., 2008) has further indicated that managing conflict is an essential workplace skill, since interpersonal stress, wasted time, decreased motivation, and avoidance behaviors resulting from conflict can pejoratively influence organizational climate and employee functioning. However, fewer than 40% of all U.S. employees have received any form of conflict management or dispute resolution training. Upon completion of the assessment participants receive a detailed booklet outlining their style and descriptions of how the styles work off each other.

## **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 the 9 key skills that allow us to assess 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.

1. Awareness
2. Empathy
3. Engagement
4. Active Listening
5. Reframing
6. Responding
7. Solution Design
8. Solution Delivery
9. Accountability

## **ASSESSMENT ONLINE COURSE**

In addition to the assessment report provided to the participant, the district will also receive an online course that breaks down the profile. The course also teaches practical skills for how to assess others, and how to use the reports in teambuilding.

## KEYNOTE SPEAKING

RRG offers a nationwide network of professional keynote speakers who offer content specific to audiences from the field of education. Please contact us for more information on speaking for your conference or professional development day.

## STUDENT AND EDUCATOR OUTCOMES

1. Improve your ability to identify conflict and appropriate strategies for successfully managing interactions.
2. Develop enhanced communication skills and techniques to effectively resolve conflict within your district.
3. Increase self-awareness regarding your contribution to effectively managing conflict.

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## ONLINE COURSE DETAILS AND DESCRIPTIONS

### 1. Foundation of a Conflict Leader 1.0:

Foundations of a Conflict Leader 1.0 is a dynamic course offering a foundation of terms, ideas, practices, and common languages to help you get an honest view of the conflict management landscape. This course is built upon proven conflict management concepts to help you as an educational leader. We do this by helping everyone in your organization speak the same conflict management language.

### 2. Foundation of a Conflict Leader 2.0:

Foundations of a Conflict Leader 2.0 is designed to carry forward the common language you learned in Foundations of a Conflict Leader 1.0 and transition that into practical actions that will immediately begin to positively affect your day-to-day practices. You will get an honest self-evaluation of your conflict style, and you will learn how your personality and the way you communicate helps or hurts the ability to influence others and resolve conflict.

### 3. Parent to Teacher Conflict:

Parent to Teacher Conflict is designed to equip you with the practical skills needed to have effective parent- teacher conferences, mediate parent-teacher concerns, and deescalate potentially volatile conflict situations. With conflict being inevitable, and if left unaddressed, it can escalate into a dispute with negative consequences for both people involved. If we work to understand our own roles and expectations within the parent-teacher relationship, the perspective for both the teacher and the parent roles are aligned.

### 4. Teacher to Student Conflict:

Teacher to Student Conflict is a practical course specifically designed to assist educators with the unique dynamic between the teacher and the student. After completing this course, you will have the knowledge and tools to develop and implement practical techniques for resolving Teacher to Student conflict, identify underlying issues within the conflict, and learn to build an effective communication agenda.

### 5. Trauma Informed Care:

Trauma Informed Care is a course designed to empower teachers and educators to realize the impact of trauma, recognize the symptoms displayed by students, and to respond with full knowledge of policies and informed practices. By the end of this course, you will understand the underlying issues accentuated by ill-informed student care and the proper implementation of Trauma Informed Care practices.

## **6. Bullying Behavior Management:**

In this course, we take a high-level exploration of the OLWEUS bullying prevention program which is already a standard in the K-12 profession. With this student to student type conflict, you will learn the importance of accurately understanding and identifying types of student to student conflict concerning bullies, understand and embrace the positive and negative influence teachers have to change bullying behaviors in student to student conflict, and be able to identify and integrate practices and strategies specifically addressing student to student conflict relating to bullying behavior.

## **7. Generational Conflict:**

After completing this course, you will be more informed on what to do when you're struggling with a fellow colleague who is from a different generation, when you're managing a diverse group of people, and how to motivate your collective group of employees who all have varying work and communication styles.

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## **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 the 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 conflicts. The course will also focus heavily on resolving conflict related from special education disputes.

**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. This program will provide interactive training for resolving highly emotional student conflict.

**Mediation Certification (Train-the-trainer model):** This training meets the requirements of the 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.

## PRICING INFORMATION

### Morning Half-day Training

(Parent-to-Teacher, Coach, and Administrator Conflict)

*\$150 Per individual*

### Afternoon Half-day Training

(Teacher and Administrator-to-Student Conflict, Trauma Informed Care, Bullying Management)

*\$150 Per individual*

### Full Day Training:

*\$250 Per individual*

### Online Training:

Includes one half-day of professional development training on any of the online training topics.

(Contact for minimum requirements)

*\$50 per individual for each course pack*

### Keynote Speaking

*(conferences, professional development dates, directly to students)*

*Please contact for pricing*

### Mediation Certification Training:

2 days of intensive training in mediation, assessment, and practical mediation skills. The participants will receive their mediation certification, and leave equipped with the skills to lead trainings on their campuses. The price also includes 20 hours of self-paced online training. The mediation certification is recognized in Texas and 47 other states.

*\$1,200 per individual*

## CONTACT

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[rrgeducation.com](http://rrgeducation.com)



**LEARNING**

4K Learning is a **unique approach** to training and development that allows for personal understanding and skill development.

If creating curriculum and relevant content is how we maintain a constant state of learning and growth, then we must focus on the four different parts of knowledge outlined in the 4-K learning model: **propositional, declarative, tactical, and cultural.**

I believe Propositional, Declarative, Tactical and Cultural knowledge sets are essential for the consumption and retention of information, while also having a sharp focus on **skill development.**

## DATA & STATS ON CONFLICT WITHIN EDUCATION

### **"The Seven Trends Impacting K-12 Education in 2019"** (Research performed by Hanover Research; p.4-5, 2019)

1. "Determine Program Impact
2. Develop Social-Emotional Skills
3. Create Safe & Secure Environments
4. Increase Family Engagement
5. Improve Teacher Retention
6. Prepare Students for the Workforce
7. Decrease Chronic Absenteeism"

Via RRG, we believe that these seven pertinent areas will be addressed and developed to advance your administrators, teachers, students and district to the highest level achievable.

### **Developing Social-Emotional Skills** (Research conducted by Hanover Research; p.8, 2019)

#### **"Top Ten Skills for the Workplace"**

1. "Complex Problem-Solving
2. Critical-Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility"

RRG's uniquely tailored training provides curriculum that will address these areas to develop the social-emotional skills that will be utilized in your current workplace and also by your students as they advance in their life.

**"67% of educators say that social-emotional skills are most challenging for leaders"** (Hanover Research, p. 9, 2019).

**"50% of teachers feel that the current Social-Emotional Learning at their school is inadequate"** (Hanover Research, p. 9, 2019 & McGraw Hill "2018 Social Emotional Learning Report").

**"47% of students and parents say that they or their child were verbally threatened or harassed at least once by other students at school"** (The Washington Post & Hanover Research, p. 9, 2019).

As you can see, stats and data show us that social-emotional development is difficult to fully understand without adequate training. Our training makes it easy for you and your staff to develop these skills and use them with your students and parents. In addition, some of our options include training for parents and students as well. With over half of teachers feeling that the Social-Emotional Learning is inadequate at their school it is important to begin assessing it and implementing it at your district today

## **CONTACT**

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