



## Conflict Resolution Training Agenda

<b>Day 1</b>	Welcome & Program Overview	15 Minutes	9:00 AM – 9:15 AM
	Understanding Conflict	25 Minutes	9:15 AM – 9:40 AM
	Types of Conflict	10 Minutes	9:40 AM – 9:50 AM
	Levels of Conflict	25 Minutes	9:50 AM – 10:15 AM
	Coffee Break	15 Minutes	10:15 AM – 10:30 AM
	Conflict Outcomes	20 Minutes	10:30 AM – 10:50 AM
	Conflict Resolution Styles	25 Minutes	10:50 AM – 11:15 AM
	Positions vs. Interests	35 Minutes	11:15 AM – 11:50 AM
	Conclusions	10 Minutes	11:50 AM – 12:00 PM
<b>Day 2</b>	Reviewing the previous day's topics	15 Minutes	9:00 AM – 9:15 AM
	Win\Win Approach	25 Minutes	9:15 AM – 9:40 AM
	Communication's Role in Conflict Resolution	10 Minutes	9:40 AM – 9:50 AM
	Conflict and Its Resolution	25 Minutes	9:50 AM – 10:15 AM
	Coffee Break	15 Minutes	10:15 AM – 10:30 AM
	Various ways of conflict resolution	20 Minutes	10:30 AM – 10:50 AM
	Helping Others Through Conflict	25 Minutes	10:50 AM – 11:15 AM
	Mediation	35 Minutes	11:15 AM – 11:50 AM
	Conclusions	10 Minutes	11:50 AM – 12:00 PM