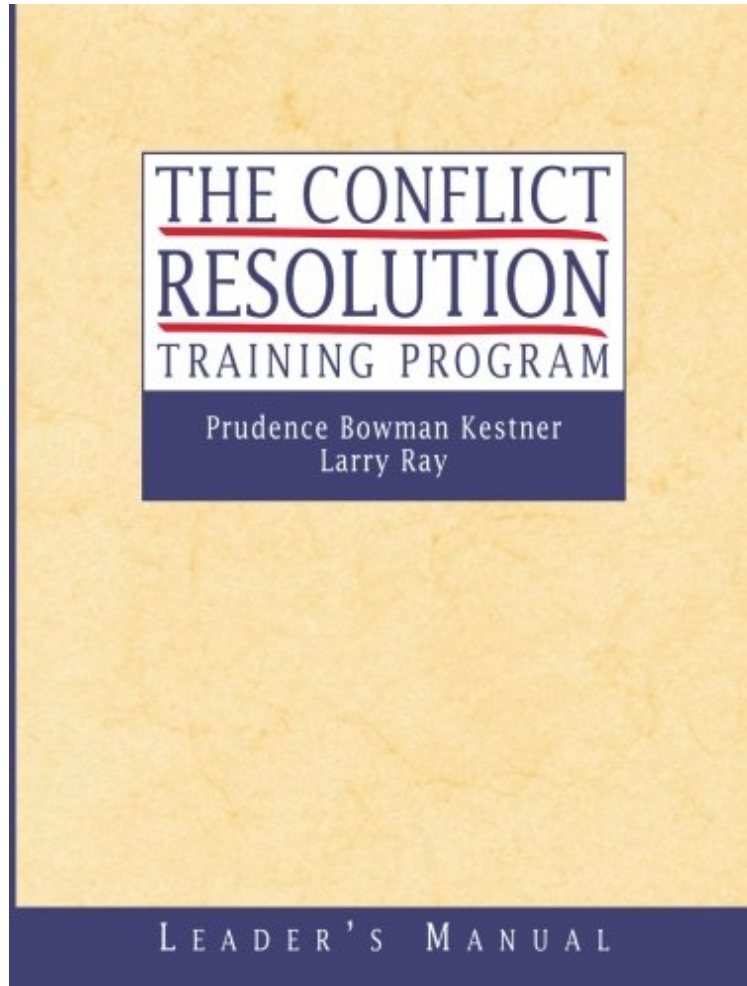


(Download) The Conflict Resolution Training Program: Leader's Manual

The Conflict Resolution Training Program: Leader's Manual

Prudence B. Kestner, Larry Ray
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Prudence B. Kestner, Larry Ray : The Conflict Resolution Training Program: Leader's Manual before purchasing it in order to gage whether or not it would be worth my time, and all praised The Conflict Resolution Training Program: Leader's Manual:

2 of 2 people found the following review helpful. Very InformativeBy Janet CastroThis book is a great tool for effective conflict resolution, even for beginners. I am a psychology student and needed it for a course, but I learned so much and I was never bored reading it or doing the exercises in it.1 of 2 people found the following review helpful. Good WorkbookBy DonHThis is a very good workbook but one needs to take a Conflict Resolution Training Class to really experience the instruction value of this Participant's workbook.0 of 1 people found the following review helpful. Five StarsBy Rah Kee YoungExcellent

The Conflict Resolution Training Program Leader's Manual offers a step-by-step approach for teaching dispute

resolution techniques to both new and seasoned negotiators, mediators, and arbitrators. This hands-on manual is filled with a variety of exercises, activities, worksheets, role plays, and other interactive techniques that are readily accessible for teaching the skills needed to resolve conflicts. Trainers can select the sections of the flexible program that best meet their specific objectives and goals.

"We are fortunate to have available in this book the fruits of Kestner and Ray's long experience and thoughtful insights from training hundreds of individuals and organizations." Frank E. A. Sander, Bussey Professor, Harvard Law School "This book is valuable to anyone who is training or teaching in dispute resolution." Terry Wheeler, executive director, Center for Dispute Resolution, Capital University Law School; and vice president, Association for Conflict Resolution "As a manager and former instructor in the areas of team building and instructor training, I find the material in this manual, especially the interactive exercises, to be both engaging and effective in promoting open communications within teams. The book encourages dynamics that result in building trust, effective communications and commitment within teams. One of the best features is the flexibility of the presentation-trainings can be customized to suit a particular team's characteristics and needs." Robert Griscavage, manager, division of training and employee development, Social Security Administration "Experienced trainers Kestner and Ray provide a clear and well-reasoned approach to training students in the art of dispute resolution." Theresa Meehan Rudy, program director, HALT An Organization of Americans for Legal Reform, Washington, D.C. "Kestner and Ray greatly enhance the range of dispute-resolution options by providing an amalgamation of exercises that they have tested successfully." Bradley Peterson, Social Security Administration

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From the Inside Flap The Conflict Resolution Training Program Leader's Manual offers a step-by-step approach for teaching dispute resolution techniques to both new and seasoned negotiators, mediators, and arbitrators. This hands-on manual is filled with a variety of exercises, activities, worksheets, role plays, and other interactive techniques that are readily accessible for teaching the skills needed to resolve conflicts. Trainers can select the sections of the flexible program that best meet their specific objectives and goals. Authors Prudence Bowman Kestner and Larry Ray have years of experience conducting conflict-solution trainings and seminars with a wide variety of organizations. Together they developed the Leader's Manual based on their highly successful Conflict Resolution Training Program. The manual includes valuable lessons on multi-option dispute resolution, conflict and conflict management, communication skills, values, perspectives, creativity, consensus, negotiation, mediation, and arbitration. The Conflict Resolution Training Program includes Four introductory activities to help the trainers get to know the participants An exploration of such critical issues as stereotyping, perspectives, and power A description of how creativity is of vital importance for resolving conflicts Suggestions for honing communication skills such as empathic listening, questioning, validating, reframing, and nonverbal communication A proven multi-option approach to dispute resolution Recommendations for dealing with crisis, the nature of conflict, styles of conflict management, and impasse An explanation of the distinction between positions and issues Tips on teaching stages of mediation and using role plays in mediation training "We are fortunate to have available in this book the fruits of Kestner and Ray's long experience and thoughtful insights from training hundreds of individuals and organizations." Frank E. A. Sander, Bussey Professor, Harvard Law School "This book is valuable to anyone who is training or teaching in dispute resolution." Terry Wheeler, executive director, Center for Dispute Resolution, Capital University Law School; and vice president, Association for Conflict Resolution "As a manager and former instructor in the areas of team building and instructor training, I find the material in this manual, especially the interactive exercises, to be both engaging and effective in promoting open communications within teams. The book encourages dynamics that result in building trust, effective communications and commitment within teams. One of the best features is the flexibility of the presentation-trainings can be customized to suit a particular team's characteristics and needs." Robert Griscavage, manager, division of training and employee development, Social Security Administration