



## One Size Doesn't Fit All: Conflict Resolution©

While conflict is universal, how we deal with it isn't. This workshop takes a holistic view of culture (including ethnicity, socio-economic status, sexuality, ability, gender and more), to provide participants with a framework for how to build a culturally sensitive, collaborative conflict resolution process that can then be tailored to fit your individual communities and cultures.

Much of what we read about conflict states that there is one way to resolve all conflict. This cutting edge training takes an entirely different approach and demonstrates there are many ways to resolve the same conflict. Whether you are new to conflict resolution, want to improve your existing conflict resolution skills and/or are new to cross-cultural issues or want to improve your existing cross-cultural skills there is lots to learn for everyone. Great care is taken to facilitate a comfortable safe learning environment, with lots of room to practice and explore.

*"Lee-Anne managed to raise awareness for an audience that was quite aware to begin with. You really helped me to think about conflict from a much more open and inclusive perspective. I have not stopped raving about your amazing work last week and I look forward to reading some of the books on your list."*

~ **Silke Pleus, Human Resources Advisor, BC Pension Corporation**

### **Direct benefits to participants:**

- Take part in an overview of the cross-cultural conflict resolution field - trends and highlights
- Gain skills in the art of asking questions, assumption busting, enhancing creativity
- Learn how to avoid the pitfalls of generalizing and stereotyping
- Learn how culture affects all parts of conflict resolution
- Experience the roles of a conflict resolution facilitator and how individual preferences influence our ability to facilitate
- Experience hands on learning that leads to practical application in the work place right away
- Take part in a chance to practice building a culturally sensitive conflict resolution process based on real life conflicts
- Gain confidence in your conflict resolution abilities
- Learn and laugh
- Receive a customized follow-up resource guide

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