



## **Words are Windows or Walls**

Addressing conflict with skill, finesse and compassionate communication

### **3 day introduction to the Dialogue Road Map**

**19<sup>th</sup> to 21<sup>st</sup> November 2015**  
London near Willesden Junction Station

Maria Arpa introduces her unique communication tool, which transforms resistance and hostility into engagement and co-operation.

The training examines underlying blocks to communication and provides practical techniques for making progress.

- ✓ Proven skills to use in conflict situations
- ✓ Effective tools to de-escalate disputes
- ✓ Techniques to manage conflict behaviour
- ✓ Live exercises in dealing with disputes

This training includes:

- ◆ a grounding in nonviolence and its place in conflict resolution
- ◆ how needs-based theory helps communication
- ◆ why people choose to fight
- ◆ finding your compassionate self in a heated dispute
- ◆ awareness of the role of a mediator
- ◆ practice using the Dialogue Road Map
- ◆ maximum group size of 12 people

The Centre for Peaceful Solutions is a registered charity which innovates in the field of mediation, conflict resolution and restorative justice

Call or [email](#) David on **020 8453 0086** to book your place  
[Check out the feedback on this course](#)