

# Conflict Management In Special Education



OAKLAND  
MEDIATION  
CENTER



When planning for children with special needs, it is crucial that IEP team meetings go well. This highly interactive workshop is designed to impart skills that help the IEP team effectively manage conflict prior to, during and after IEP meetings. This workshop is ideal for any school staff person working in special education or parent who is involved in the IEP process.

## **By the end of this training, participants will be able to:**

- 1) Identify the various conflict management styles and how they can be used in dealing with conflict.
- 2) Interpret nonverbal communication effectively to understand the messages being conveyed.
- 3) Listen effectively using the five critical active listening skills.
- 4) Use effective questioning to help clarify, identify issues and provide new insight or meanings.
- 5) Identify which phrases or words can cause a negative reaction and which phrases or words can create a positive reaction.
- 6) Apply preventative strategies that can alleviate issues that arise during the IEP meeting.

**To schedule a FREE private workshop please contact Lindsay Tye, Education, Mediation, and Outreach Supervisor at 248-338-4280 Ext. 214 or [ltye@mediation-omc.org](mailto:ltye@mediation-omc.org).**

*Managing Conflict, Resolving Disputes, Promoting Communication*

**Your Community Resolution Experts**

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