



UNLOCK THE CHAOS CODE: CONFLICT

There's a reckoning to heal conflict limiting productivity, performance, and predictability in high emotional labor fields: healthcare, education, customer service, law enforcement, human resources, legal services, construction, etc. When relationships suffer, so do results. Be adaptive and sensitive in the current climate. Feel certain that you can find peaceful resolve and inspire confidence among stakeholders. **Unlocking unity isn't as hard as it seems.** You just need a key.

PROFESSIONAL STANDARDS (ADAPTED FROM LEARNING FORWARD)

- **Equity Drivers:** Professional learning results in equitable and excellent outcomes for all when stakeholders prioritize equity in conflict resolution practices, identify and address personal attitudes disrupting unity, and collaborate restoratively and responsibly with diverse individuals.
- **Equity Practices:** Professional learning results in equitable and excellent outcomes for all when stakeholders understand others' stories and trauma contexts, embrace others' assets through empathy and respect, and foster relationships with healthy limits.

LEARNING TARGETS

- Given I understand others' stories and trauma contexts, I differentiate facts from opinions and judgments to accurately assess what's fueling unwanted or harmful behavior.
- Given I'm in touch with my own human frailty and imperfection, I identify and address personal attitudes disrupting unity.

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SKILLS PROGRESSION
*From low to high rigor and depth of knowledge (DoK)

<ol style="list-style-type: none"> 1. I apply use of reference materials and tools for gathering information (e.g., key word searches) to identify personal attitudes disrupting unity. 2. I describe restorative processes or tools used to collaborate responsibly with diverse individuals to build trust and create peace. 3. I identify specific information given in graphics (e.g., map, T-chart, diagram) or text features (e.g., heading, subheading, captions) to validate equity in conflict resolution practices. 4. I summarize results, concepts, main ideas, generalizations from data to reveal I want and prioritize equity in conflict resolution practices. 	<ol style="list-style-type: none"> 5. I use my personal story in context to get in touch with my own human frailty and imperfection. 6. I differentiate facts from opinions and judgments to take a person-centered approach and accurately assess what's fueling unwanted or harmful behavior. 7. I understand others' stories and trauma contexts using supporting evidence (quote, example, text reference, data) and collaborate responsibly with diverse individuals to build trust and create peace. 8. I explain how valuing safety and embracing others' assets through empathy and respect specifically relates to genuine community and fostering relationships with healthy limits.
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- Given I'm restorative, I collaborate responsibly with diverse individuals to build trust and create peace.
- Given I want genuine community, I prioritize equity in conflict resolution practices.
- Given I take a person-centered approach, I embrace others' assets through empathy and respect.
- Given I value safety, I foster relationships with healthy limits.

LEARNING MODULES

- **Module One: My Role in Conflict**
- **Module Two: Using Data to Ground My Practice in Conflict**
- **Module Three: Building Bridges**
- **Module Four: Building Safety & Community**

Time: One full day of your choosing or customize based on your time availability.

Maximum number of participants: 34

Format: Workshop, direct instruction, interactive discussion, multimedia

Contact: Marius Massie, marius@mariusjmassie.com