



**NATIONAL  
CONFLICT  
RESOLUTION  
CENTER™**



*In partnership  
with the  
YMCA*

**CERTIFICATE**

# **CULTURE, COMMUNICATION AND CONFLICT:**

*A Certificate Program  
for Community Leaders*





**“People will forget  
what you said,  
people will forget  
what you did, but  
people will never  
forget how you  
made them feel.”**

**— Maya Angelou**

# **Racial Injustice. Polarization. Economic & Health Disparities. Homelessness.**

**There are so many issues that create conflict in communities—issues that leaders like you grapple with daily.**

The National Conflict Resolution Center's “Culture, Communication and Conflict” certificate program provides you with a roadmap to create a positive culture with greater impact.

**This certificate program provides you with the skills to:**

- revolutionize your conflict management strategy;**
- stand up to perceived microaggressions; and**
- manage conversations in a polarized environment.**

To achieve the certificate, participants will go through four two-hour skill-building workshops, as well as view burst learning videos in between sessions.



### THE ARTFUL CONVERSATION

Discover how to communicate needs in difficult situations—in ways that help build the relationship rather than hurt it. Explore how others perceive and process conflict, and recognize how you can adapt your style to work with others.

#### You will learn to:

- communicate to reduce tension;
- use collaborative, nonconfrontational communication; and
- resolve differences during confrontational dialogue.



### THE ART OF INCLUSIVE COMMUNICATION

Explore your own personal and cultural identities, and learn how these relate to communication styles. Different styles can be the root of communication breakdown; by understanding styles, you can recognize when communication breakdown is happening.

#### You will learn to:

- confidently handle disagreements;
- integrate a lens of inclusivity; and
- work effectively with different identities.



### THE BYSTANDER CHALLENGE

What is a bystander's role when inappropriate behavior occurs? Empower yourself to have challenging conversations in ways that demonstrate respect, inclusiveness and dignity for everyone involved.

#### You will learn to:

- identify the reasons for bystander inaction;
- evaluate situations and decide the best course of action; and
- speak up effectively when you encounter red-flag behavior.

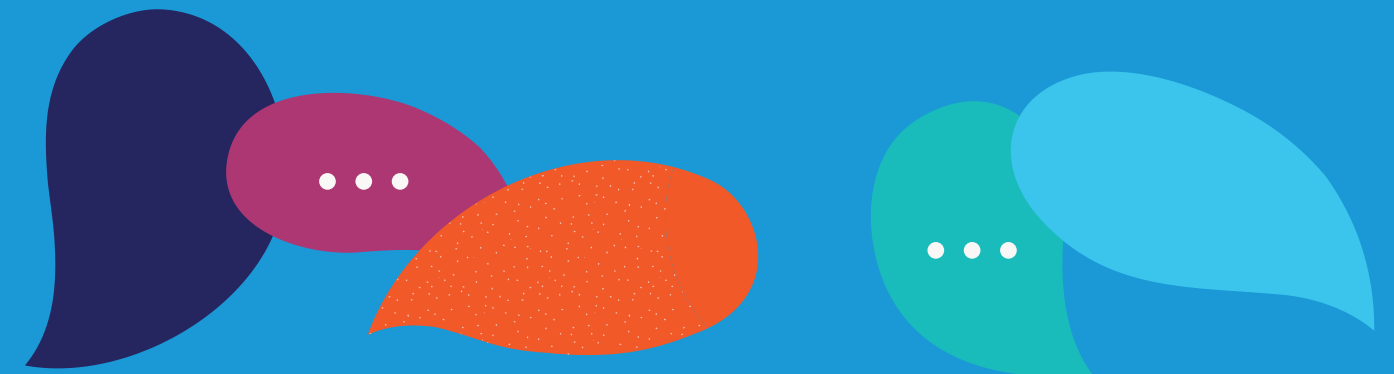


### THE EXCHANGE

The Exchange is a structured process for resolving conflicts that empowers participants to be fully engaged in problem-solving while also valuing all interests (interests of the organization, leader and each participant).

#### You will learn to:

- intervene in conflict situations before they escalate;
- encourage accountability for both the issue and its solution; and
- create strong internal models of healthy behavior.



# NCRC's Training Clients Include:



“We engaged NCRC to host multiple workshop sessions with all of our managers and have been delighted with the outcome.”

— Nicola Franklin, Sr. Director of Talent Management & Organizational Development

Los Angeles Times

# NCRC's Trainings Have Been Featured On:



and many more.

# Enroll in the “Culture, Communication, and Conflict” Certificate Program today!

To bring this certificate program to your organization, contact Dania Brett at [dbrett@ncrconline.com](mailto:dbrett@ncrconline.com) or 619-657-6512.



**NATIONAL  
CONFLICT  
RESOLUTION  
CENTER™**

## Finding Solutions Since 1983.

Our mission is to resolve issues with the highest possible degree of civility and equitability to all parties involved.

This certificate is supported by:

**The Burnham Foundation**