

Conflict is inevitable. Frustration isn't.

**Tired of having the same argument over and over?
Wish you could settle some ongoing dispute "once and for all?"
Want to learn a better way to deal with disagreements?**

**Attend this one-day workshop on
Conflict Management Tools & Skills
Presented by the Conflict Resolution Center**

- Learn how to –**
- ✓ **keep conflicts from escalating**
 - ✓ **listen to others without getting defensive**
 - ✓ **speak to others without making them defensive**
 - ✓ **find common ground and mutually satisfying solutions**
 - ✓ **turn win-lose situations into win-win solutions**

The workshop will be led by Nancy Heischman of the Conflict Resolution Center. CRC has provided conflict resolution services to Santa Cruz County since 1986. Nancy Heischman has led hundreds of workshops helping people deal with life's inevitable conflicts.

This lively day-long workshop features hands-on exercises utilizing real life conflict scenarios. You will learn how to resolve conflicts in ways that leave both parties satisfied – and you will practice these new skills. There will be a one hour break for lunch.

**To assure maximum involvement and participation, class size is limited.
Pre-registration is required. Tuition is \$85.**

To reserve your space, register today.

Call 831-475-6117 or e-mail info@crcsantacruz.org