

# CONFLICT MANAGEMENT TRAINING

## EAST COUNTY RESOLUTIONS

### Learn skills to effectively navigate conflict

The 16-hour training includes skill development in communication, listening and conflict resolution. Experienced instructors offer theory and techniques in an interactive learning environment.

You will learn skills to navigate interpersonal conflict and gain valuable tools that can be applied in all facets of life - from the workplace to the home and community.

**Applications Due Sept. 30, 2020**

Where: Held virtually by Zoom

When: (Wednesday, Thursday and Friday)  
Oct. 14 & 15, 2020 | 9:00 a.m.- 3:30 p.m.  
Oct. 16, 2020 | 9:00 a.m.- 1:00 p.m.

“If someone wants to have better skills working with anyone in any aspect of their lives, take this training.”

-Trainee

Cost options: 1) \$400 - general public  
2) \$200 - Community leaders in east Multnomah County pay a reduced fee.  
3) Free for city employees of Troutdale, Fairview, Wood Village and Gresham

“Very useful and entertaining training that used both hands on learning and real-life experience to teach, incredible experience!”

-Trainee

If you are interested in becoming a trained mediator, you can continue this training on Tuesday/Thursday evenings and Friday and Saturdays for an additional 34-hours of interactive hands-on skill training.

To Apply: Email [Mediate@GreshamOregon.gov](mailto:Mediate@GreshamOregon.gov) or call 503-618-3247. Applicants will be chosen based on interest, ability and willingness to learn - no prior experience is needed.



1333 NW Eastman Parkway | Gresham | 503-618-3247  
[GreshamOregon.gov/Mediation](http://GreshamOregon.gov/Mediation)