



Learning Opportunity

Conflict Resolution and Transformation Learning Roadmap

Basic Conflict Resolution Training for Managers/ Supervisors and Staff

Sept. 26, 2024 | 10:00 AM–2:00 PM | CLSA 100A

Oct. 11, 2024 | 8:30 AM–12:30 PM | CLSA 100A

Teams only | 4 hours, single learning event, in person

[Click here to enroll](#)

Facilitator: Seya Lumeya

Conflict has the power to lower team morale, productivity, and the overall team environment. However, if managed effectively, conflict can lead to stronger relationships, increased creativity, and a successful team. This session provides useful tools, techniques, and skills to prevent conflicts from escalating within your team.

Learning Outcomes

1. Define Conflict
2. Understanding Seedbed of Conflict and Conflict Cycle
3. Understanding the role of Power in Conflict (Four Options)
4. Explain the Value of the Respect Agreements
5. Create a Respect Agreement

Conflict Competence: Resolution and Transformation

Sept. 16, 23, 30, Oct. 7, 2024 | 9:00 AM–1:00 PM | CLSA 100A

Oct. 14, 2024 | 9:30 AM–1:30 PM | CLSA 100A

Open to the campus public | 5 days (4 hours a day),
in person | [Click here to enroll](#)

Facilitator: Seya Lumeya

This interactive course is designed to help all members of the California State University Chico (CSU, Chico) community, including students, managers, deans, department chairs, faculty, and staff, to develop resilience during times of conflict, reach out to each other and resolve disputes peacefully and constructively.

Learning Outcomes

1. The opportunity for conflict to lead to clarity, closeness, and restoration for individuals and relationships.
2. Skills and strategies to increase cooperation to handle conflict situations and decrease power struggles.
3. Skills and strategies to transform conflict and conflict situations into teaching/learning moments.
4. Read: The Little Book of Conflict Resolution & Transformation by Jean Paul Lederach.

Advanced Conflict Competence Training for Practitioners

Prerequisite: Conflict Competence Resolution and Transformation

Nov. 4, 18, Dec. 2, 3, 2024 | 9:00 AM–1:00 PM CLSA 100A

Dec. 9, 2024 | 8:30 AM–12:30 PM CLSA 100A

For those interested in becoming Certified Facilitators
5 days (4 hours a day) and 20 additional hours for
practicum, in person

Facilitator: Seya Lumeya

This five-day course is designed to help future practitioners, facilitators, and mediators acquire effective techniques for resolving conflicts using restorative principles. It includes practicums, class discussions, role-plays, and other activities to build understanding and competence.

Learning Outcomes

1. Understanding Restorative Justice Theory and Principles
2. Understanding the role of Power in Conflict (Four Options)
3. Understanding Mediation
4. Understanding the Role of a Mediator
5. How to use Restorative Principles in Injustice based Conflict
6. How to use Restorative Principles in Interest based Conflict
7. In class Practice
8. Read: The Little Book of Restorative Justice by Howard Zehr & Getting to Yes by Ury and Fisher Optional Read: Discipline that Restores
9. Complete 5 cases (2 observe, 1 co-lead, 2 lead)
10. Receive a Certificate as a Restorative Justice Mediator/ Facilitator/ Practitioner.