

CONNECTING AND COMMUNICATING IN CONFLICT



ABOUT THE PROGRAMME

The 'Connecting and Communicating in Conflict' programme is designed to support anyone who works with young people who are facing challenging situations or conflict and who may be at risk of youth violence or exploitation. It is particularly focussed on how to connect and communicate with people who may be demonstrating challenging behaviour or engaging in conflict.

To register an interest for the training, please email Kirsten Ross at battersea@wandsworthmediation.co.uk and we will let you know if you have a space. The training is funded by the Wandsworth Knife Crime Forum and they will allocate the limited places, with priority for community organisations. Deadline for registration is May 31.



DATES: (TWO 8-HOUR SESSIONS)

13 June 2022 (Monday) – Module 1-3

17 June 2022 (Friday) – Module 4-6

LOCATION:

**Wandsworth Town Hall,
Committee Room 123.**
Wandsworth High Street
London
SW18 2PU

CONNECTING AND COMMUNICATING IN CONFLICT - WORKSHOP DESCRIPTION:

MODULE 1 - UNDERSTANDING CONFLICT

This session will look at conflict in its wider context, ie. not always bad! Participants will learn to recognise how they respond to conflict and to identify it in others, considering behaviours, feelings and needs. We'll talk about the danger of assumptions and stereotyping and identify ways to engage in conflict.

MODULE 2 - MANAGING MY EMOTIONS:

Here the focus will be on the participants themselves and how to cope in moments of stress or when dealing with aggression. We'll explore individual triggers and cover techniques to help keep calm in stressful situations.

MODULE 3 - CONNECTING:

How to build understanding through asking questions, develop awareness of body language (our own and others) and use deeper listening skills. Participants will be learning the importance of tone and language in connecting and engaging others. This session will also cover understanding and expressing our own needs and feelings.

MODULE 4 - STRAIGHT TALKING:

A very practical session with a powerful technique to say difficult things to people in a constructive way; how to get results even when you might be saying things people don't want to hear. The session will also cover clarity, boundaries and expectations.

MODULE 5 - NEGOTIATING SKILLS:

In this session, we will be covering situations when participants are working with people who might be in conflict with each other and/or members of the wider community who may be resistant to considering available options or who are in conflict with each other. Participants will learn techniques to unlock disagreements and help people focus on what they might do differently.

MODULE 6 - CONSOLIDATING SKILLS IN SMALL GROUPS:

This will be a very interactive session, working with role-play scenarios in smaller groups to consolidate skills, share learning through discussion, coaching and feedback. The focus will be on how to create a safe environment for difficult conversations. We will also talk about referral pathways.

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ENGAGING AND
THOUGHT
PROVOKING

ABOUT US

Wandsworth Mediation Service (WMS) is a not-for-profit mediation and conflict resolution training provider, operating in London and nationwide. Founded in 2004, it has a team of over 50 volunteer mediators who are trained and experienced in neighbour, intergenerational, child contact, workplace and commercial mediation.

The vision of the charity is to bring peace to local residents in conflict with their neighbours, within their communities, places of work and businesses. Mainly local volunteers provide conflict coaching and mediation. In addition, WMS trains people to improve the way they communicate and change the way they deal with conflict, equipping them to resolve disputes themselves.

WMS is unique among community mediation services in that fees generated through its workplace and commercial mediation are used to provide a free community mediation service for Wandsworth residents.

The service WMS provides is:

- **personal** and tailored to the needs of the people involved.
- **professional**, with experienced mediators and an excellent reputation.
- **compassionate** to everyone.

WMS has strong links with the local Citizens' Advice Bureau and the Ministry of Justice, and works closely with statutory agencies and local organisations in the London Borough of Wandsworth.

A peacemaking service that empowers without imposing, that listens without fixing, and collaborates without judging.

Mediation is empowering, as people who disagree are able to:

- have a safe conversation
- with neutral mediators and
- decide how to resolve issues themselves, without being told what to do.



Wandsworth 
Mediation
Service

...building bridges between those
in conflict since 2004.