

# Conflict Resolution: An key element in civil rights training

In-Service for WIC staff

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## Background

USDA's Office of Civil Rights now requires training on conflict resolution as part of the required annual civil rights training. This in-service is designed provide staff with basic skills in conflict resolution. The case studies provide examples of how conflict resolution skills can be used to prevent or mediate potential civil rights issues. The skills discussed also tie into the participant-centered approach that we will be incorporating with VENA/Oregon WIC Listens.

## Objectives

1. Staff will be able to state how conflict resolution is related to civil rights complaints.
2. Staff will be able to describe one new technique they could use for conflict resolution.

## Presenter preparation

- Review the PowerPoint presentation "Conflict Resolution: A key element in civil rights training."
- Print out a hard copy as "Notes Pages" so you can view the talking points and trainer instructions.
- For more information on the conflict resolution skills being presented, go to: <http://www.crnhq.org/twelveskills.html>. (The Web site lists 12 skills, this in-service covers skills 1-5.)
- Feel free to cover additional skills that may apply to specific needs in your clinic or modify the PowerPoint to suit your training style!

## Materials needed

- One copy of the PowerPoint for each staff member (print out "Handouts")
- Case Studies and Discussion Guide handouts. You will be dividing your staff into small groups of 2-4. You will need one copy of the Case Studies and Discussion Guide for each group.
- Laptop and LCD projector if you choose to project the PowerPoint presentation.

## Estimated time

Approximately 25 minutes.

## **In-service Outline**

- Pass out copies of PowerPoint presentation to each person.
- Go through PowerPoint presentation.
- Depending on the number of staff, break into small groups of 2-4.
- Pass out copies of the Case Studies and Discussion Guide. You may want to assign a specific case study to each group so that each one gets covered, or you may let staff choose.
- Give groups 7-8 minutes to discuss their case study and answer the questions in the Discussion Guide.
- Bring the group back together. Read case study #1 out loud. Ask staff who worked on that case study to report back on how they addressed the issue. Repeat for remaining case studies.

## **Questions?**

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