

SEPTEMBER UPDATES



This month we consider the many forms of conflict we encounter daily, from supporting clients through professional mediation to assisting those locked in disagreement or misunderstanding in the workplace. From a broader view, we begin to see that conflict is present throughout our society, in our relationships, media, government, and between people living together in our communities.

Over the next few months, our webinar series will look at how conflict manifests itself in all these areas and how we can apply the principles of the Understanding-Based Model to bring people together in all facets of our daily lives. Our upcoming Working Creatively with Conflict: 40-Hour Basic Mediation and Conflict Resolution Training will help professionals and practitioners dive deeper into the concepts, exercises, and texts that can further equip us to be effective conflict resolution professionals wherever we are responsible for bringing people together.

Catherine Conner
Trainer

BOOK REVIEW



"The book gives good weightage to real examples and sample mediation conversations in addition to process and theory through plain language and helpful, interesting analogies."

My Stories of Conflict: A Kaleidoscope of Theories, Methods, and Personal Experiences by Marc Leu and Annie Meisl

Review by Natarajan Devaraj

Although there have been periods of fierce and violent division throughout human history, there is a growing sense that there is no room to discuss the issues about which we differ. People now struggle to settle on a standard set of facts while decrying media "echo chambers" where they only hear those perspectives that align with their sense of reality. It may have become impossible to engage in reasonable discourse with people with opposing views in today's fractured discourse landscape.

In *A Language of Healing for a Polarized Nation*, three academics from diverse backgrounds engage in a conversation about this very dilemma. Each chapter of

the book unfolds as a conversation where each author offers their perspective on a different topic, such as "cultivating compassion," "disarming the binary bomb," and "willing to be disruptive."

[Read More](#)



FEATURE ARTICLE

Quiet Quitting: Tackling Employee Dissatisfaction Through Workplace Mediation



By Catherine Conner

Businesses and nonprofits, large and small, are struggling to keep their organizations running during a chaotic and difficult period of mass resignation, customer and client dissatisfaction, and the ongoing challenges of adapting to new generational demands entering the workforce. There is some truth to the contributing factors of market forces and supply chain issues, but employees often cite job satisfaction as the most significant contributing factor to why they leave. But the reality is that not everyone leaves. Research suggests that most of the damage to an organization goes unseen, as conflict and division consume significant amounts of productive time, contribute to the disruption of growth and operational efficiency, stifle creativity, and turn high-impact team members into disillusioned job hunters.


Conflict resolution and mediation, typically understood through the lens of legal, civil, and divorce proceedings, are playing an increasingly important and prominent role in helping to resolve and address internal employee division and strife. From incompatible personalities to power struggles and interoffice politics, mediation offers a way forward in addressing the challenges of “the great resignation” while tackling the core roots of dissatisfaction that have long plagued the workplace. Mediation can provide a problem solving opportunity that doesn’t rely on punitive management decisions or intervention by a human resources department, which is often viewed as an agent of the company.

[Read More](#)

There are more than two sides to every conflict.

Everyone involved has feelings, desires, fears, and a history that deserves recognition and respect.

A path forward begins through mutual understanding.



UPCOMING PROGRAMS

Working Creatively with Conflict
40 Hour Basic Mediation and Conflict Resolution Trainings

BASIC TRAINING

Working Creatively with Conflict



Melanie Rowen
Trainer



Catherine Conner
Trainer

40 Hour Basic Mediation and Conflict Resolution Training

September 8-9 and 14-16
ONLINE





Online

September 8-9 & 14-16

REGISTER

Green Gulch,
California

November 2-6

REGISTER

WEBINARS

WEBINAR

Finding Value in Conflict: Navigating Workplace Mediation

September 22, 2022
9 AM PT / 12 PM ET

Panelists:
Patrick Lau, Intel
Verena Neuhold, Roche
Carsten Pöschl, SAP

Facilitated by
Catherine Conner





Finding Value in Conflict:
Navigating Workplace
Mediation

WEBINAR

**Climate of Conflict:
Common Ground to Constructive
Conversation in an Increasingly
Divided World**

November 16, 2022
12 PM PT / 3 PM ET
With Gary Friedman





Climate of Conflict:
Common Ground to
Constructive Conversation
in an Increasingly Divided
World

September 22

November 16

DETAILS

DETAILS

WEBINAR

Internal Experience:
Understanding Ourselves to
Authentically Connect Clients to
Each Other

December 15, 2022
12 PM PT / 3 PM ET

With Gary Friedman
and Hansa Patel







THE CENTER FOR
Understanding
in Conflict

Internal Experience:
Understanding Ourselves to Authentically
Connect Clients to Each Other

December 15

DETAILS

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