



**FREE COMMUNITY MEDIATION WORKSHOPS!**



**COMMUNITY ACTION PARTNERSHIP OF RIVERSIDE COUNTY**  
**DISPUTE RESOLUTION CENTER**  
**2012 REGISTRATION**

**Please Print (Register one person per form)**  
*You will receive an email confirmation of your registration*

**ALL WORKSHOPS: 8:00 A.M. TO 5:00 P.M.**

Registration Type:	<input type="checkbox"/> Individual <input type="checkbox"/> Agency <input type="checkbox"/> Representative
	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss <input type="checkbox"/> Dr. <input type="checkbox"/> Other _____
First Name:	
Last Name:	
Organization:	
Mailing Address:	
City:	
Daytime Phone #:	
Fax #:	
E-mail Address:	

**For more information call**  
**Community Action Partnership of Riverside County**  
 Dispute Resolution Center  
 2038 Iowa Avenue, Suite B-102  
 Riverside, CA 92507  
**951-955-4900 or 800-511-1110**  
**Fax 951-955-1399**  
**info@capriverside.org**

*This program is funded in whole or in part by California Dispute Resolution Programs Act in cooperation with the County of Riverside and Community Action Partnership of Riverside County.*

**Please submit pages 1 – 4 via mail, fax or email**

# FREE COMMUNITY MEDIATION WORKSHOPS



Please print.  
Register one person per form.

Check [] the workshops that you wish to attend. Dates and locations are subject to change.

NAME: \_\_\_\_\_

## **Crucial Conversations: When Emotions in Conflict Run High**

This course will address managing emotions in conflict when breakdowns in communication occur. Consequences to communication styles vary. Discover how to communicate best when it matters most. This workshop will provide tools needed to step up to life's most difficult and important conversations in order to achieve positive resolutions in everyday life.

### 2012

- [  ] January 12: MURRIETA - Southwest Workforce Development Center
- [  ] February 15: MURRIETA - Southwest Workforce Development Center
- [  ] February 22: (District 2, location TBA)
- [  ] February 27: PALM DESERT - Cal State San Bernardino Palm Desert Campus
- [  ] March 6: PALM DESERT - Cal State San Bernardino Palm Desert Campus
- [  ] June 13: BANNING - Banning Unified School District
- [  ] June 19: BANNING - Banning Unified School District

## **Building a Culture of Peace in Our Neighborhoods 5 C's in Addressing Community Conflict (Coaching, Change, Character, Compromise, Competency)**

This course will prepare participants to become more confident and competent when managing conflict within their community. Participants will discover the importance of coaching and managing change during and after the conflict. The course will provide participants with tools and resources that strengthen their character and culture in building peace within their community.

### 2012

- [  ] January 20: MURRIETA - Southwest Workforce Development Center
- [  ] February 23: MURRIETA - Southwest Workforce Development Center
- [  ] March 23: PALM DESERT - Cal State San Bernardino Palm Desert Campus
- [  ] April 26: PALM DESERT - Cal State San Bernardino Palm Desert Campus
- [  ] May 17: BANNING - Banning Unified School District
- [  ] June 15: BANNING - Banning Unified School District

**Personalities in Conflict:  
Addressing the Myth of Personality Conflicts**

**Personalidades en conflicto:  
Abordando el mito de los conflictos de personalidad**

Personalities do not conflict, people do. Learn how your personality and the personalities of others can help or hurt relationships. Attendees will learn how to understand their own personality and how to identify the traits of others. Attendees will be given the tools for improving understanding and communication as well as improving their decision making skills.

La gente no causa conflicto, son nuestras personalidades las que causan los conflictos. Aprenda como su personalidad o la personalidad de otros puede ayudar o afectar sus relaciones. Los asistentes aprenderan como entender mejor sus propias personalidades y como identificar los rasgos de los demas. Los asistentes van a recibir los instrumentos para mejorar su entendimiento y comunicacion cuando en conflicto, al igual que mejorar su capacidad para tomar mejores decisiones.

- [ ] March 12: MURRIETA - Southwest Workforce Development Center
- [ ] March 13: MURRIETA - Southwest Workforce Development Center  
(Bi-lingual English & Spanish)
- [ ] April 9: (District 2, location TBA)
- [ ] April 10: (District 2, location TBA)  
(Bi-lingual English & Spanish)
- [ ] May 14: PALM DESERT - Cal State San Bernardino Palm Desert Campus
- [ ] May 15: PALM DESERT - Cal State San Bernardino Palm Desert Campus  
(Bi-lingual English & Spanish)
- [ ] June 11: BANNING - Banning Unified School District
- [ ] June 12: BANNING - Banning Unified School District (Bi-lingual English & Spanish)

**Building the Best Possible Story**

An experiential workshop in conflict resolution. Participants need to come along with an example in mind of a community conflict situation. In the workshop we shall work with these conflict examples in a series of exercises aimed at generating a story of resolution rather than of ongoing conflict. Along the way we shall take time for general reflections on conflict resolution practices. The goal will be for everyone to come away with ideas for how to resolve their own conflict scenario and also some ideas for how to facilitate others to do the same.

2012

- [ ] February 17: BANNING - Banning Unified School District
- [ ] April 6: (District 3, location TBA)
- [ ] April 13: (District 4, location TBA)

## **Family Conflict & Communication (Spanish Only)** **El conflicto y comunicacion entre miembros de familia**

This course will explore communication breakdowns that can lead to conflict among families. Factors that can affect conflict include family beliefs, morals, and values; personality differences; parenting skills; sibling rivalry; and caring for elderly family members. Techniques for resolving family conflict such as active listening skills, role expectations, and resolution strategies will be discussed.

Este curso explorara la ruptura de comunicacion que puede causar conflicto entre miembros de familia. Los factores que pueden afectar el inicio de conflictos familiares incluyen diferencias de personalidad, la habilidad de criar hijos, rivalidad entre hermanos/as, la moralidad, y el cuidado de familiares mayores. El curso presentara tecnicas como el escucho activo, expectativas de rol, y estrategias de resolucion que facilitaran la navegacion de conflictos familiares.

### 2012

- [ ] January 20: RIVERSIDE - CAP Riverside
- [ ] February 21: CORONA - St. Edward Catholic Church
- [ ] March 19: MURRIETA - Southwest Workforce Development Center
- [ ] April 20: PALM DESERT - Cal State San Bernardino Palm Desert Campus
- [ ] May 15: PERRIS - Southwest Veterans Business Resource Center

**ALL WORKSHOPS: 8:00 A.M. TO 5:00 P.M.**

**For location addresses, see next page**



## **FREE COMMUNITY MEDIATION WORKSHOPS**

### Location Addresses

#### **Supervisorial District I**

Community Action Partnership of Riverside County (CAP Riverside)  
2038 Iowa Avenue, Suite B102  
Riverside CA 92507  
951.955.4900

#### **Supervisorial District II**

Jurupa Unified School District Training Center  
3924 Riverview Drive, Room #11 (November 9, Room #4)  
Jurupa Valley, CA 92509  
951.360.4168

Eddie Dee Smith Senior Center  
5888 Mission Blvd.  
Jurupa Valley, CA 92509  
951.275.9975

St. Edward Catholic Church  
417 West Grand Blvd., Room 1  
Corona, CA 92882

#### **Supervisorial District III**

Southwest Workforce Development Center  
30135 Technology Drive  
Murrieta, CA 92563  
951.791.3500

Kay Cenicerros Senior Center  
29995 Evans Road  
Menifee, CA 92586  
951.672.9673

#### **Supervisorial District IV**

California State University San Bernardino  
Palm Desert Campus  
37500 Cook Street  
Palm Desert, CA 92211  
760.341.2883

***\*\*Parking is pre-paid by CAP Riverside\*\* Do not pay at the parking lot kiosk.***

#### **Supervisorial District V**

Banning Unified School District  
161 West Williams Street  
Banning, CA 92220  
951.922.0201

Southwest Veterans Business Resource Center  
227 North D Street, Building A, Suite C  
Perris, CA 92570  
951.722.4941