

# TOP 20 TRAINING

**MAKING A POSITIVE DIFFERENCE THROUGH SOCIAL-EMOTIONAL DEVELOPMENT.**

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## **Resolving Conflict Heart-to-heart**

Conflict seldom results in satisfactory resolution for most people. After examining several ineffective responses to conflict, this session focuses on a new way to see conflict. It presents (1) a number of strategies for making conflict situations productive for all involved, (2) a process for preparing for effective conflict resolution, and (3) a simple but practical tool students can use when they have handled a situation in a problematic way.