

CIVILITY AND RESPECT AT WORK: A PATHWAY TO CONSTRUCTIVE CONFLICT PREVENTION AND RESOLUTION

Duration: One day

Civility and respect are foundations of positive work relationships and are consistent with United Nations values and competencies. Come and learn from our experienced professionals in depth about social and emotional intelligence and how to practice compassion and empathy in emotionally charged conversations.

This **one-day programme** is divided into **two sessions** and provides an introduction to Non-Violent Communication ("NVC"), a model rooted in compassion and empathy. The **first session** will provide an overview of the model and with the help of interactive exercises, enhance the learning of the model's components. The **second session** will talk about social and emotional intelligence and civility, and how compassionate communication helps to contribute to workplaces built on dignity and respect.

On completion of the training, participants will be able to :

- ♦ Explain the components of the NVC model;
- ♦ Understand the implementation of these components to de-escalate difficult conversations.
- ♦ Appreciate the contribution of compassionate communication towards building a respectful workplace.
- ♦ Assist more effectively in conflict prevention and resolution.

For more information and scheduling, please contact:

Email: ombudsmediation@fpombudsman.org

Phone: +1 (646) 781-4083

Also available in French and Spanish