

**LET'S
TALK** **ADR**

**International
Conflict
Resolution Day**

**Confident
Communication**

October 18, 2018

Confident Communication

Facilitator(s)
Organization

What is Conflict Resolution Day (CRD)?

- Bring awareness to field of conflict resolution
- International celebration every October
- Alberta Dispute Resolution Network (CRD Committee)
- Events offered around Alberta
- Celebrating 12th Anniversary



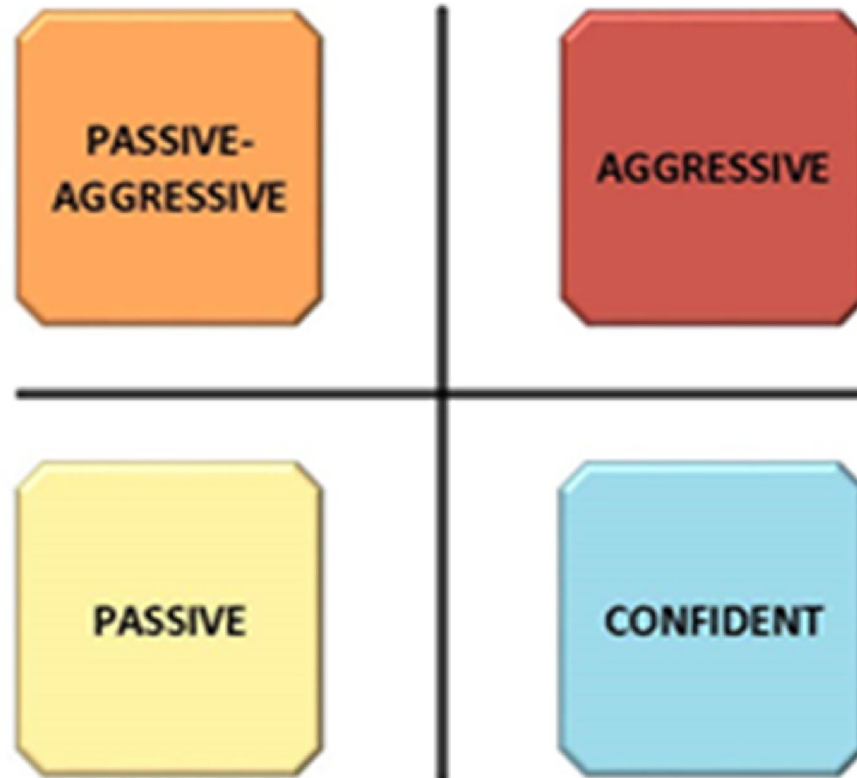
Session Overview

Definition of confidence

the quality or state of being certain :
certitude • they had every
confidence of success



Confident Communication is communicating in a way that assures a win-win approach is important.

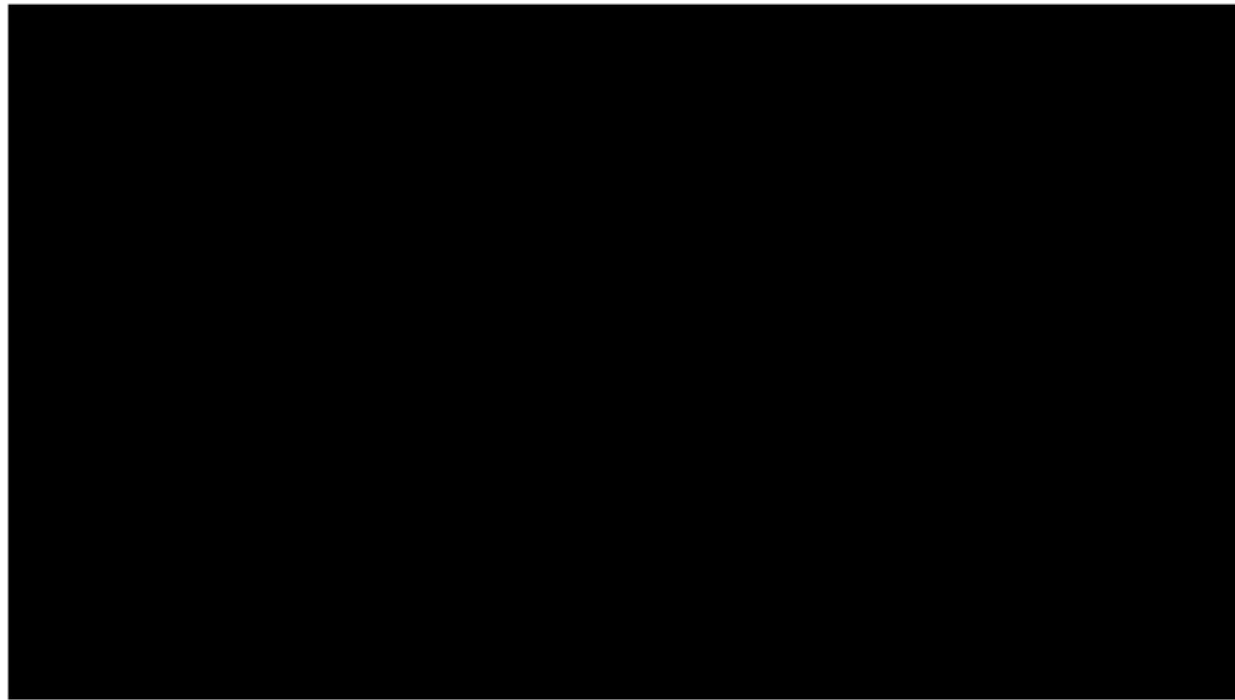


“You” Messages

Places Blame
Lack of Responsibility
Creates Defensive
Responses
Escalates Conflict

“I” Messages

Demonstrates
Confidence
Is Non-Judgemental
Takes Ownership
Requests Collaboration



<https://www.youtube.com/watch?v=avw76Ly6E3w>

Needs and Wants



DESC Model

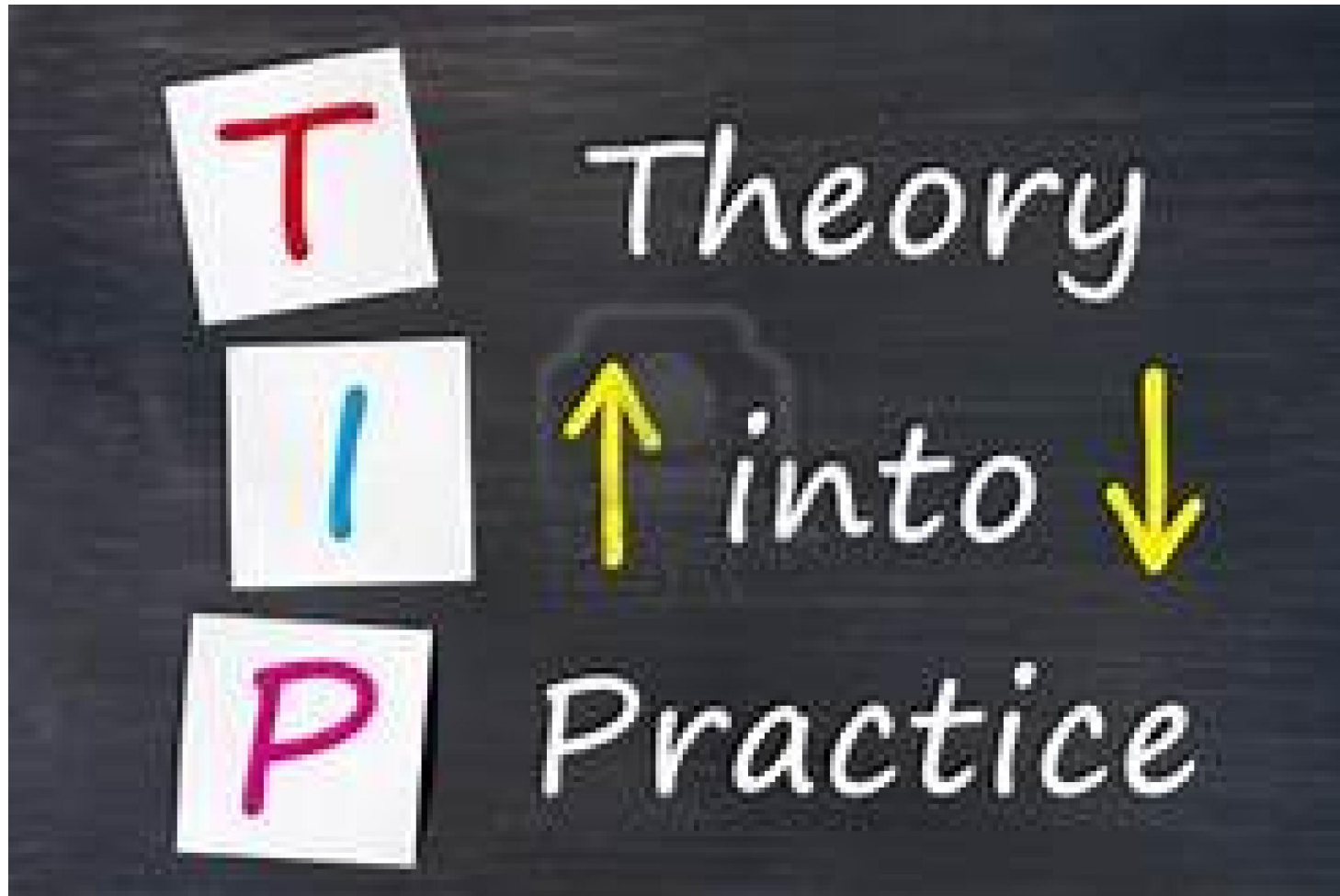
ADR Institute of Alberta

DESCRIBE

EXPRESS

SPECIFY

Collaborate





Developing Boundaries



TAKE AWAY



ANY
QUESTIONS
?

Confident Communication

Resources/Websites

Insert your organization's website/social media

Alberta Conflict Resolution Day

www.conflictresolutionday.ca



Alberta Dispute Resolution Network

https://justice.alberta.ca/programs_services/mediation/drn/Pages/default.aspx

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www.conflictresolutionday.ca

**Thank you for
participating in Conflict
Resolution Day!**