



“Creating Agreement  
in Special Education:  
Conflict Resolution Skills  
for Parents and Educators”  
is a **one-day workshop**  
to help parents and  
educators **enhance  
communication  
and problem-solving  
skills, and facilitate  
resolutions to  
disagreements**  
about special education.



**OFFICE FOR DISPUTE RESOLUTION**  
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TTY USERS: PA Relay 711

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[www.odr-pa.org](http://www.odr-pa.org)



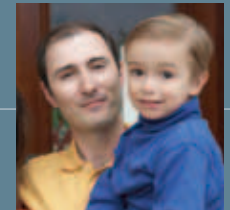
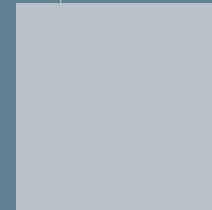
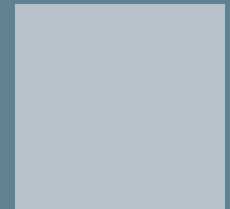
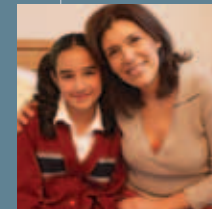
**pennsylvania**  
DEPARTMENT OF EDUCATION

Through the Office for Dispute Resolution, the Pennsylvania Department of Education (PDE) fulfills its statutory mandate to maintain a special education due process system. PDE contracts with the Central Susquehanna Intermediate Unit to provide fiscal and certain management support for that office, without becoming involved in substantive operations.

The Central Susquehanna Intermediate Unit (CSIU) will not discriminate in educational programs, activities or employment practices based on race, color, national origin, gender, disability, marital status, age, religion, sexual orientation, ancestry, union membership, or other legally protected classifications. Announcement of this policy is in accord with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990. Employees and program participants who have an inquiry about accommodations for people with disabilities, should contact the Director of Human Resources, CSIU, 90 Lawton Lane, Milton, PA 17847; (570) 523-1155.

OFFICE FOR  
DISPUTE RESOLUTION

## Creating Agreement in Special Education: Conflict Resolution Skills for Parents and Educators



A workshop providing  
practical approaches  
to resolve disagreements  
at the local level

## Workshop Description

“Creating Agreement in Special Education: Conflict Resolution Skills for Parents and Educators” includes skill-building sessions with interactive discussions based on relevant special education scenarios. The format follows a “hands-on” style of instruction. Designed for a “mixed” audience of educators and parents, the program supports long-term conflict resolution success.

Program sessions are based on a six-step conflict resolution process that can be implemented at the local level ...

- Set the stage for positive outcomes.
- Listen and tell – the imperative tools.
- Clarify the issues – positions vs. interests.
- Generate options.
- Evaluate options.
- Move forward.

## Learning Outcomes

Participants in “Creating Agreement in Special Education: Conflict Resolution Skills for Parents and Educators” will ...

- Examine the value of discovering a person’s interests underlying his/her position.
- Discuss strategies to solve disputes at the local level.
- Identify constructive ways to respond to conflict.
- Identify different methods of conflict management.
- Examine a six-step conflict resolution process.
- Demonstrate the use of communication and conflict management skills to promote positive outcomes.

## Audience

“Creating Agreement in Special Education: Conflict Resolution Skills for Parents and Educators” is designed for ...

- Parents
- Teachers
- Principals
- Administrators
- Agency Staff
- Advocates

The workshop may be sponsored by school districts, intermediate units, parent groups or educational agencies. The Office for Dispute Resolution charges no fee for this training.

## Presenters

“Creating Agreement in Special Education: Conflict Resolution Skills for Parents and Educators” is presented by trainers from the Office for Dispute Resolution. Presenters have diverse backgrounds that include experience in conflict resolution, special education, and services to families and schools. Some presenters have family members with disabilities.



## Evaluations

Participants in “Creating Agreement in Special Education: Conflict Resolution Skills for Parents and Educators” have said ...

- “Excellent information regarding different points of view and finding underlying issues in conflicts.”
- “Valuable opportunities to role play and work out solutions.”
- “The clarification of positions and interests is so important!”
- “Conflict resolution training is applicable for various situations.”
- “An excellent and needed workshop.”

## Scheduling a Workshop

To schedule this training program or to discuss how this workshop can be designed to meet your organization’s specific needs, contact the Office for Dispute Resolution at (800) 222-3353, ext. 3315.

## Office for Dispute Resolution

The Office for Dispute Resolution (ODR) is committed to the development and provision of services supporting proactive and local resolution of disputes, in addition to its role in the oversight of the mandated dispute resolution system in Pennsylvania. ODR currently is comprised of five areas of service: 1) conflict education and training; 2) special education ConsultLine; 3) IEP facilitation; 4) mediation; and 5) special education due process hearings.