

**HELPFUL RESOURCES
FOR BUILDING CAPACITY
INTO THE SYSTEM**

Education and training with a focus on conflict prevention, resolution/reconciliation is a core goal of the Office of Conciliation. With that goal as a guide, the Office of Conciliation provides training opportunities for deans, pastors, associate pastors, members of the pastoral staffs, members of parish committees, and all those who wish to be a source of peace and harmony to others.



Seminars are presented by staff and conciliators of the Office of Conciliation. We invite your inquiries.

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*...and building up the
folks who are called to
lead and serve*

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HELPFUL RESOURCES FOR BUILDING CAPACITY INTO THE SYSTEM

The following is a sampling of educational/training opportunities offered by the Office of Conciliation:

CONFLICT PREVENTION/RESOLUTION - Basic and advanced principles in conflict management, conflict resolution...getting to "yes"/getting past "no".

CONFLICT TRANSFORMATION SKILLS - Not only ending something undesirable, but creating something desirable, positive and permanent.

DEALING WITH DIFFICULT PEOPLE - How to bring out the best in people when they are at their worst.

MANAGING PEOPLE AND THEIR CRITICISM - Learning to use the criticism of others to your advantage.

LET'S TALK ABOUT LISTENING - The basic communications skills (empathic & reflective listening, assertion, paraphrasing, responding to criticism) are reviewed and practiced.

TEAM-BUILDING WORKSHOPS - Understanding...and appreciating the differing gifts of the members of a parish team is at the start of, and the heart of, successful collaboration and team effectiveness. Exercises, inventories and directed discussions give teams the opportunity to map out a plan for team success.

OTHER INDIVIDUALLY DESIGNED AND CUSTOMIZED SEMINARS & WORKSHOPS FOR PARISH LEADERSHIP GROUPS/TEAMS

- ☞ TEAM BUILDING FOR STAFF, LEADERSHIP GROUPS AND COMMITTEES
- ☞ LEADERSHIP SKILLS ENHANCEMENT FOR PARISH LEADERS
- ☞ DECISION-MAKING SKILLS FOR PASTORAL STAFFS
- ☞ DECISION-MAKING SKILLS FOR PARISH ORGANIZATIONS OR GROUPS
- ☞ CONSENSUS DECISION-MAKING: UNDERSTANDING AND DEVELOPING A PROCESS THAT WORKS FOR YOU
- ☞ GROUP COMMUNICATION SKILLS IN MINISTRY
- ☞ MAKING MEETINGS MORE EFFECTIVE
- ☞ PLANNING AND DESIGNING OPEN FORUMS MEETINGS THAT WORK
- ☞ CONFLICT MANAGEMENT SKILLS FOR PARISH LEADERS, PARISH ORGANIZATIONS
- ☞ MANAGING CRITICISM AND COMPLAINTS IN MINISTRY

AND OTHERS...



The Office of Conciliation also has a collaborative relationship with the **PRECIOUS BLOOD MINISTRY OF RECONCILIATION** [PBMR]. Educational training programs that we are able to provide through them include:

- **CIRCLE PROCESS TRAINING:** The Circle Process is a method for ritualizing dialogue and communication. It is a methodology that is applicable in situations where communication needs to be restored. It can assist groups to speak and listen to each other with mutual respect, even in situations of great conflict.
- **SPIRITUALITY OF RECONCILIATION.** This program assists the participants to understand the biblical and spiritual aspects of reconciliation, as a guiding influence in the practice of conflict transformation.

The staff of PBMR is also available to work with Church leaders to design educational training opportunities that address specific situations in ministry.

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