

We live in a world that is more complex and diverse every day; and it's the differences between us that cause conflict in the workplace, within families and with other interdependent relationships.

Most of us are woefully undereducated about how to deal civilly with each other, and with the conflict that naturally arises from our differences; because of this, civil behavior has all but vanished from our lives.

These skills are as important to our daily lives as the cognitive skills we learn in school, and cannot be acquired by our life experiences alone. Learning to identify conflict and possessing the skills to break the (retaliatory) cycle are crucial for maintaining healthy interdependent relationships. Unfortunately, these are lessons most of us never receive.

To this end, **DRS** developed the *“Essential Knowledge” Learning Series* seminars, designed to teach participants the important life-skills and behavior that can turn conflict into cooperation and mistrust into trust.

Extensive studies have shown that for us to improve our behavior – to be more civil – every human being must be regularly reminded of their own moral compass. If we want a more civil society, we must *consciously* understand the benefits of civility and how uncivil behavior will affect us personally – and the larger organizations of which we are a part.

The following seminars are now available:

## Managing Differences and Workplace Conflict

- **Self Mediation** – teaches participants how to identify interdependent (2-person) conflict, and how to consciously and confidently use a simple 4-Step method to resolve them civilly.
- **Managerial Mediation** – expands on the lessons of Self Mediation to give managers and supervisors the confidence to effectively address conflict arising between interdependent subordinates that are affecting the company's performance and/or bottom-line.

Created by author and mediation pioneer Dr. Daniel Dana, “Managing Differences” has endured at least 8-language translations, and is the foundation for post-graduate studies in conflict resolution at universities throughout the country.

This may be the most straightforward, results producing training you have ever experienced. Learn how natural forces inherent within relationships can heal wounds caused by anger, miscommunication, insult and hurt.

*The basic elements of mediation should be used by everyday people, for everyday life.*

*Organizations consistently experience reduced costs, increased profits and better teamwork when conflict management skills are present in the workplace.*

## Conscious Civility – Elevating Consciousness Beyond Ourselves

- **Overview** – Civility means conduct far more serious than a want of politeness and good manners. Morally destructive patterns of self-absorption, callousness, manipulateness and materialism are so ingrained in our routine behavior that we often do not recognize them.
- **Learning Objectives** – Whenever there is a relationship between two or more people an organization of some sort is involved. Illustrations of dramatic scenarios demonstrate where we have gone wrong in our understanding of the organization – and how change can be effected.

This course offers a step-by-step approach to restore our organizations and ourselves to health. It provides explicit concepts with explicit components designed to become part of our *consciousness*, and may be the brightest prospect for both our personal and societal well-being.

It is derived from the works of psychiatrist and best-selling author, the late M. Scott Peck M.D. His book “A World Waiting to be Reborn - Civility Rediscovered” has been described as “*No less than a plan of salvation for our world*” and “*An invaluable guide to a deeper and richer understanding of our lives.*”

*The less effectively we manage differences,  
the more conflict we experience as a result*

**For more information** (including course outlines) and scheduled open enrollment seminars, please visit our website at: [www.DRSofKS.com](http://www.DRSofKS.com). Or call (316) 854-5305, extension 801.