

INDIAN DISPUTE RESOLUTION SERVICES, INC.

THREE-DAY WORKSHOP IN:

**COMMUNICATION,
NEGOTIATION, &
CONFLICT RESOLUTION**

AGENDA

First Day:

- 8:30 AM Registration (Sign in, Distribution of Materials, Announcements)
- 8:45 AM SESSION BEGINS
a. Introductions
b. Description of the Training
c. Conflict
- 9:30 AM MORNING BREAK (15 minutes)
- 9:45 AM ADR Overview
- 10:30 AM Exercise in Consensus Building
- 12:00 PM LUNCH BREAK (1 hour)
- 1:00 PM Interest-Based Negotiations & Problem-Solving
- 2:45 PM AFTERNOON BREAK (15 minutes)
- 3:00 PM Role Play #1
- 3:30 PM Role Play #2
- 4:30 PM SESSION ENDS -- Homework Assignment

Second Day:

- 8:30 AM SESSION BEGINS
Cross-Cultural Communication Tools
- 9:30 AM MORNING BREAK (15 minutes)

9:45 AM "You" and "I" Statements - Exercise
10:15 AM Active Listening Exercise
10:30 AM Collaborative Problem Solving
10:45 AM Learning About Satisfactions
11:15 AM Role Play #3
12:00 PM LUNCH BREAK (1 hour)
1:00 PM Role Play #3 Continued
2:45 PM AFTERNOON BREAK (15 minutes)
3:00 PM Proposals
3:30 PM Self-Assessment Exercise
4:30 PM SESSION ENDS

Third Day:

8:30 AM SESSION BEGINS
Review of the past two sessions in Small Group Format
9:00 AM Debrief in Open Session
9:30AM Discuss Selected Review Topics
10:00 AM MORNING BREAK (15 Minutes)
10:15 AM Big Negotiation Role Play
12:00 PM LUNCH BREAK (1 hour)
(Parties negotiate Lunch and Afternoon Break as part of process)
1:00 PM Continue with Negotiation Role Play
3:30 PM Training Debriefing
4:30 PM SESSION ENDS