



# The Conflict Management Center

A project of the Program for the  
Advancement of Research on  
Conflict and Collaboration in the  
Maxwell School at Syracuse  
University.



## Mission

The mission of the Conflict Management Center (CMC) is to help individuals **understand** the fundamentals of conflict transformation theory, **develop the skills** to transform conflict into opportunity, and **empower** themselves to apply these skills.



## Groups Served

The CMC provides workshops and outreach opportunities for members of Syracuse University including undergraduate and graduate students, faculty, and staff, as well as interested members of the broader Syracuse community.

***About the CMC.....***The Conflict Management Center (CMC) is a student-led educational project of the Program for the Advancement of Research on Conflict and Collaboration (PARCC). We are students interested in developing awareness and skills in conflict transformation theory and practice, in order to transform conflict into opportunity. We work with faculty and staff at the Maxwell School in a unique collaborative effort to develop training curriculum and skill building initiatives.

### ***Conflict Management Training and Workshops:***

Each CMC workshop provides theory-based content and practice-proven skills, providing participants with both a foundation and a springboard for building their personal and professional capacities in conflict transformation and group facilitation.

#### **Training topics can include:**

- Communication and Listening
- Problem Solving
- Assertion and Agreement Management
- Interest-Based Negotiation
- Conflict of Values
- Group Facilitation
- Cross-cultural communication



## ***CMC Associates and Community Outreach Partnerships:***

### ***CMC Associates:***

There are multiple opportunities to practice the skills learned in CMC workshops. Our CMC Associates are volunteers who have an interest in conflict management and helping others learn skills to reduce or manage interpersonal conflict in their lives.

Every participant in a CMC training is then qualified to serve as a CMC Associate, presenting conflict transformation workshops and providing group facilitation skills to a range of audiences through our **Community Outreach Partnerships**. The CMC staff shadow Associates and provide ongoing professional development feedback – a unique chance to learn by doing in a supervised environment.

CMC Associates will have the opportunity to work with PARCC and Maxwell faculty on CNYSpeaks, as well as be workshop trainers. No experience necessary, just a willingness to learn! CMC will provide necessary training.

### **Examples of Community Outreach Partnerships include:**

*CNY Speaks:* CMC Associates serve as community facilitators for CNY Speaks, a civic engagement initiative in its third year. CNY Speaks provides forums for citizens to discuss critical issues facing the Central New York region.

*First Year Forum:* CMC Associates train first year Syracuse University College of Arts and Sciences students on how to use reflective listening skills to de-escalate conflict and enable the start of problem solving.

*SU Abroad:* CMC Associates train SU undergraduates travelling abroad on issues surrounding cross-cultural communication and conflicts.



**Contact:**

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The best way to keep up to date with news of workshops, training and other opportunities is to sign up on CMC's listserv. Send an email to: [listserv@listserv.syr.edu](mailto:listserv@listserv.syr.edu) with the following message:

Subscribe CONFLICTMANAGEMENTCTR and your name

If you are interested in signing up for PARCC's listserv, send an email to: [listserv@listserv.syr.edu](mailto:listserv@listserv.syr.edu) with the following message:

Subscribe PARCNET and your name