

Healthy Interactions is a communication and conflict-resolution program.

Participants finish the program with increased confidence in dealing with conflict.

The **Healthy Interactions** program offers two workshops:

1. **Understanding Conflict:  
A Communication Workshop**  
(2 days)
2. **Dealing with Difficult Issues:  
Maintaining Healthy Relationships**  
(1.5–3 hours, can be modified to fit the time available)

Check online for more information  
[www.teachers.ab.ca](http://www.teachers.ab.ca)



healthy  
interactions



The Alberta  
Teachers' Association

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# healthy interactions

## Resolving Interpersonal Conflict



The Alberta Teachers' Association

## Understanding Conflict: A Communication Workshop

The Understanding Conflict workshop, which is based on the Alberta Teachers' Association's Healthy Interactions program, is being made available to schools. Healthy Interactions is an interest-based process for handling conflict. The concepts taught in this two-day workshop are based on the Healthy Interactions approach and focus on individual skill building. The workshop requires two full days but does not have to be booked on consecutive days. Many schools book day one in one month and day two the following month.

### UNDERSTANDING CONFLICT WORKSHOP AGENDA

- Part 1:** Understanding and Defining Conflict
- Part 2:** Core Conflict and Complicating Factors
- Part 3:** Positions to Interests
- Part 4:** Clarifying Skills, Active Listening and Paraphrasing
- Part 5:** Reframing and Overcoming Opposition
- Part 6:** Dealing with Anger
- Part 7:** Establishing a Safe and Positive Environment for Conflict Resolution
- Part 8:** From Solution to Action

Please contact Teacher Employment Services at 780-447-9400 or 1-800-232-7208 and via e-mail at [tes@ata.ab.ca](mailto:tes@ata.ab.ca).



## Dealing with Difficult Issues: Maintaining Healthy Relationships

Hostile conversations with adults in school settings are becoming more commonplace and more intense, and are extremely stressful for educators. What can schools do to safeguard the school and effectively communicate with volatile people? This presentation gives an overview of the rights and responsibilities of students, parents, teachers and school principals with an emphasis on the knowledge and skills required for effective conflict management and conflict resolution.

This session also provides a brief introduction to the Healthy Interactions program.

To book this presentation for your school or district, please contact Teacher Employment Services in Edmonton at 1-800-232-7208 or via e-mail at [tes@ata.ab.ca](mailto:tes@ata.ab.ca).

