

## ALTERNATIVE DISPUTE RESOLUTION

Alternative dispute resolution (ADR) is any voluntary method or process, other than litigation, used in the resolution of a controversy.

Yarn, Douglas H. Dictionary of Conflict Resolution: San Francisco: Jossey-Bass Inc., Publishers, 1999, Page 20.

ADR includes: ■ Arbitration

■ Fact-Finding

■ Settlement Conferences

■ Collaborative Negotiation

■ Negotiation

■ Consensus-Building

■ Conflict Resolution

■ Mediation

■ Conciliation

■ Facilitative Problem-Solving

## CONFLICT RESOLUTION

Conflict resolution is the study and practice of means by which to end the incompatibilities of interests and behaviors that constitute conflict. In this sense, it refers to a professional field and academic discipline concerned with the nature of conflict and with productive techniques to address conflict.

Yarn, Douglas H. Dictionary of Conflict Resolution: San Francisco: Jossey-Bass Inc., Publishers, 1999, Pages 119-120.

## CONTACT CRP

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CONFLICT  
Resolution  
PROGRAM

[www.ipa.udel.edu/crp](http://www.ipa.udel.edu/crp)

*serving the public good, shaping tomorrow's leaders*



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University of Delaware

# THE CONFLICT RESOLUTION PROGRAM

The **Conflict Resolution Program (CRP)** is a resource center dedicated to supporting transformational and organizational change in nonprofit, public, government, and educational settings. This is done primarily through the teaching and promotion of effective communication, collaborative problem-solving, organizational development, and alternative dispute resolution.

Statewide, CRP has served hundreds of customers and completed hundreds of contracts since its inception in 1994. Services include mediation, facilitation, presentation, and training. CRP is program of the Institute for Public Administration (IPA) in the College of Arts & Sciences' School of Public Policy & Administration at the University of Delaware.

Staff members are professionally trained facilitators and certified mediators who assist in the process of resolving difficult dynamics—trying to achieve “win-win” solutions for the involved parties. CRP presents and lectures at national and international conferences and trainings.

CRP publishes the *Delaware Alternative Dispute Resolution Directory*—an online resource of statewide service providers—and *Synergy*—an online newsletter covering national and statewide alternative dispute resolution topics.

# SERVICE OFFERINGS



**CRP provides services that are unique to your organization.**

- Facilitation of Public/Private Meetings or Retreats
- Organizational Development and Systems Change
- Strategic Planning
- Alternative Dispute Resolution
- Mediation
- Training/Coaching
- Civic Engagement
- Focus Groups
- Creation of an Internal Dispute Resolution Process/System for Your Organization
- Research and Evaluation

# TRAINING OPPORTUNITIES

**Trainings are tailored specifically to your needs.  
No two trainings are alike.**

- Mediation Skills
- Facilitation Skills
- Collaborative Problem-Solving
- Conflict Resolution  
(Including Effective Communication and Collaborative Problem-Solving Skills)
- Peer Mediation
- Collaborative Negotiation
- Building Effective Teams
- Maximizing Civic Engagement
- Designing and Leading an Effective Meeting
- Board Development

## UNIQUE TRAINING OPPORTUNITIES FOR THE SPECIAL EDUCATION COMMUNITY

- IEP Facilitation
- IEP Training for Professionals