U.S. Department of Justice Community Relations Service

Decreasing Community Tensions Through Facilitated Meetings

The U.S. Department of Justice Community Relations Service's (CRS) Facilitating Meetings Around Community Conflict is a one-day training program designed to educate community leaders on managing conflict between stakeholders. The program provides community leaders with the basic tools needed to successfully facilitate meetings to address and respond to conflicts in their communities. The training program utilizes skills-building exercises and scenarios to help program participants practice the skills needed to successfully facilitate dialogues and encourage positive change in their community.

Why should communities consider the Facilitating Meetings Around Community Conflict program?

This training program is designed to prepare community leaders to facilitate meetings that address and respond to conflict in their communities.

Program Objectives

Train community leaders to prepare for, facilitate, and follow up after meetings concerning community conflict and tension.

Educate leaders to understand the fundamentals of conflict resolution.

Practice the skills needed to successfully facilitate meetings that help groups to resolve conflict.

Program Overview

The **Facilitating Meetings Around Community Conflict** program educates community leaders in the fundamentals of facilitating meetings where community tension requires difficult conversations. The training is designed to:

- **Enhance** community leaders' effectiveness as meeting facilitators.
- **Expand** community leaders' listening and observation skills to help them understand the varying perspectives of community members.
- **Provide** community leaders with tools, helpful tips, and resources to prepare for, conduct, and follow up after meetings designed to help resolve community conflict.

About CRS

Established by Title X of the Civil Rights Act of 1964 and expanded by the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act of 2009, CRS serves as "America's Peacemaker" for communities facing tension or conflict based on differences of race, color, national origin, gender, gender identity, sexual orientation, religion, and disability. CRS services aim to enhance the ability of local communities to independently and collaboratively prevent and resolve future conflicts through the use of problem solving, increased knowledge, and improved communication.

CRS Services and Programs

CRS provides an array of programs to communities experiencing tension that cultivate understanding, improve collaboration, and prevent future conflicts. CRS staff are professional mediators, facilitators, trainers, and consultants experienced in bringing community members together to help enhance their ability to resolve existing conflict and prevent future conflicts.

Where We Work

CRS Headquarters
Washington, DC

CRS Regional Offices

New England
Boston, MA

Northeast
New York, NY

Mid-Atlantic
Philadelphia, PA

Southeast
Atlanta, GA

Midwest
Chicago, IL

Southwest
Dallas, TX

Central
Kansas City, MO

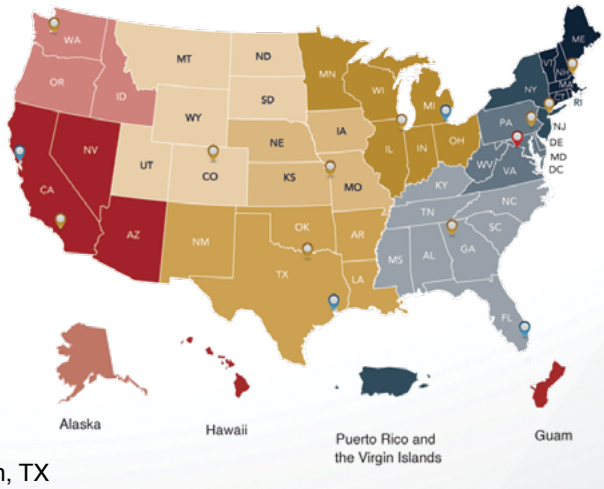
Rocky Mountain
Denver, CO

Western
Los Angeles, CA

Northwest
Seattle, WA

CRS Field Offices

Miami, FL
Detroit, MI
Houston, TX
San Francisco, CA



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