



## Center for Alternative Dispute Resolution

# Fall 2023 – Spring 2024 Training Schedule

Offered on Zoom Unless Otherwise Indicated

- Workshops are FREE.
- Workshops are available to Hawai'i State and City and County employees.
- Minimum of 10 participants required. Courses with less than the minimum will be rescheduled.

### Register

**Register Online:** <https://forms.gle/Vi2UfMZN6HY1vmL36>

Registration is complete when you receive confirmation from CADR.

### Schedule a Private Training

Courses offered online can be taught in an in-person classroom setting. **Please add one hour to the listed online class times if you are requesting an in-person workshop.**

Please send an email to [annemarie.g.smoke@courts.hawaii.gov](mailto:annemarie.g.smoke@courts.hawaii.gov) with your training request including suggested date(s) and time(s). Then, complete the **Training Request** <https://www.surveymonkey.com/r/CADRfacilitate> so we better understand your audience.

Hosts for private trainings must manage registration and provide list of registrants (name/title/organization/email) one week prior to course date.

### ADA Accommodation Requests

If you need an accommodation for a disability when participating in a court program, service, or activity, contact CADR as soon as possible to allow time to provide an accommodation. Call (808) 539-4237 or send an e-mail to [cadr@courts.hawaii.gov](mailto:cadr@courts.hawaii.gov) or complete the [Disability Accommodation Request Form](#) online. The court will try to provide, but cannot guarantee, your requested auxiliary aid, service, or accommodation.

## CADR Workshops

**CADR 1.0 Working it Out - Skills for Managing Conflict:** 150 minutes (2.5 hours)

**Tues., November 14, 2023 • 8:30 – 11:00 a.m. on Zoom**

**Fri., January 5, 2024 • 8:30 – 11:00 a.m. on Zoom**

**Note:** It is recommended that participants complete this workshop before taking other conflict management classes. The skills in this workshop are foundational to all of CADR's workshops.

This popular workshop has been updated with new content. Participants are introduced to basic skills and strategies for navigating and managing conflict. This workshop focuses on effective communication and provides a safe and fun virtual classroom for participants to learn and practice verbal and non-verbal communication skills. With an emphasis on active listening, participants will learn how to separate positions from interests in conflict, the concept of "two truths," and productive ways to have difficult conversations.

**CADR 1.3 Collaborative Workplace 1—Skills for Cultivating Collaboration:** 150 minutes (2.5 hours)

**Fri., February 2, 2024 • 8:30 – 11:00 a.m. on Zoom**

**Thurs., April 18, 2024 • 8:30 – 11:00 a.m. on Zoom**

People work harder when they believe that their contributions are valued. Recognizing team members' interests and contributions by helping them apply them to the larger goals of the office or organization enhances the value of each team member. The strategies and tools taught in this workshop equip participants with the tools to lay and maintain a foundation for a collaborative workplace — including boosting confidence, recognizing commonalities, and collective ownership in problem-solving to overcome obstacles to getting the job done and achieving goals.

**CADR 1.4 Collaborative Workplace 2—Giving Feedback for Productive Outcomes:** 150 minutes (2.5 hours)

**Fri., February 9, 2024 • 8:30 – 11:00 a.m. on Zoom**

**Thurs., April 25, 2024 • 8:30 – 11:00 a.m. on Zoom**

A good leader is able to lead teams through change, whether it is organizational change or change in personal performance. This starts with caring about, and understanding what drives people — their goals, interests, and fears — and requires consistent, and sometimes difficult but necessary, feedback. Participants delve into a strength-based and positive approach to feedback designed to hone in on what is working rather than what is not. Exercises and peer interaction provides an opportunity to practice rapport-building feedback techniques to determine what motivates people and guide them to realize their fullest potential.

**CADR 4.1 Better Meeting Management for Live and Online Delivery:** Course is offered in person at Ali'iolani Hale (Supreme Court Courthouse) in the training room, MPR 101 (Two, 3.5 hour sessions; 45-min. lunch break)

**Fri., March 8, 2024 • 8:30 a.m. – 12:00 p.m.; (45 min. lunch break); 12:45 – 4:15 p.m. LIVE**

**Thurs., May 16, 2024 • 8:30 a.m. – 12:00 p.m.; (45 min. lunch break); 12:45 – 4:15 p.m. LIVE**

Learn the components of preparing, conducting, and following up with a good and productive meeting in both an online and in-person formats. Best practices for both online and in person formats will be discussed and practiced with an emphasis on participant engagement — especially in online formats.

**CADR 5.0 Handling Difficult Situations in the Workplace:** 150 minutes (2.5 hours)

Best as a follow-up to CADR 1.0 Working It Out

**Tues., November 21, 2023 • 8:30 – 11:00 a.m. on Zoom**

**Fri., January 12, 2024 • 8:30 – 11:00 a.m. on Zoom**

This popular course has been significantly revised since it was last taught in 2019. Participants will examine behavior in the workplace that can bring down morale, lower productivity, increase turnover, and even result in workplace violence. The class will review some of the ways inappropriate behaviors are displayed and then learn what motivates bad behavior. Much of the time will be spent practicing communications skills to more confidently manage difficult interactions. Exercises will help participants sharpen listening skills to identify issues that are central to conflicts, and hone verbal and nonverbal skills to help defuse anger and build rapport in stressful situations. This class culminates in ways to take action to stop the problem behaviors.

The class addresses problem behaviors that are more prevalent in the workplace and is not intended to address persistent or habitual problems or behaviors associated with substance abuse or mental illness.

**CADR 6.0 Communicating with Empathy – The Path to Seeing More Deeply:** 120 minutes (2 hours)

**Thurs., December 7, 2023 • 8:30 – 10:30 a.m. on Zoom**

**Wed., February 21, 2024 • 8:30 – 10:30 a.m. on Zoom**

Participants are guided through a template for engaging in communication that will help to establish a deeper connection with others including: perspective taking, staying out of judgement, recognizing someone's emotions, and communicating understanding. During the session, participants are encouraged to customize their templates to develop a personal pocket guide for easy reference and inspiration to practice empathic communication in their daily lives.

**CADR 7.0 Hot Buttons:** 60 minutes (1 hour)

**Wed., December 20, 2023 • 1:00 – 2:00 p.m. on Zoom**

**Thurs., March 28, 2024 • 1:00 – 2:00 p.m. on Zoom**

Are you ever set off by something someone said and don't know why it bugs you? Does a particular situation or personality type stir an unexpected emotional response? This workshop helps you recognize your "hot buttons" so you can master your internal landscape and more effectively navigate difficult situations.