



Center for Alternative Dispute Resolution

TRAINING COURSE DESCRIPTIONS

CADR Workshops are Offered Online and In Person

- Workshops are FREE. Contact CADR@courts.hawaii.gov for a current course schedule.
- Workshops are available to Hawai'i State and City and County employees.
- Must have a minimum of 15 participants.
- If scheduling a private training, scheduler is responsible for managing registration. A list of registrants (name/title/organization/email) must be provided to CADR one week prior to course date.

[Click Here for Current Schedule and Registration](https://forms.gle/Vi2UfMZN6HY1vmL36)

<https://forms.gle/Vi2UfMZN6HY1vmL36>

Schedule a Private Training

Please complete the [Training Request Form](https://www.surveymonkey.com/r/CADRfacilitate) at <https://www.surveymonkey.com/r/CADRfacilitate> and then send an email to Anne Marie Smoke at annemarie.q.smoke@courts.hawaii.gov with a brief summary of your request.

CADR 1.0: (Updated) Working it Out - Skills for Managing Conflict

150 minutes (2.5 hours) Online • 210 minutes (3.5 hours) In Person

Note: It is highly 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. Emphasis is on active listening to better understand positions and interests, the concept of "two truths", and productive ways to have difficult conversations.

CADR 1.3 Collaborative Workplace: Skills for Cultivating Collaboration

150 minutes (2.5 hours) Online • 210 minutes (3.5 hours) In Person

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: Giving Feedback for Productive Outcomes

150 minutes (2.5 hours) Online • 210 minutes (3.5 hours) In Person

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 IN PERSON ONLY

In person only: Two, 210-minute sessions (3.5 hours per session); 45-min. lunch break

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) Online • 210 minutes (3.5 hours) In Person

Note: This course is a recommended follow-up to CADR 1.0 Working It Out.

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) Online • 180 minutes (3 hours) In Person

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) Online • 120 minutes (2 hours) In Person

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.