



# The Conflict Resolution Training Program: Leader's Manual

*Prudence B. Kestner, Larry Ray*

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The Conflict Resolution Training Program Leader's Manual offers a step-by-step approach for teaching dispute resolution techniques to both new and seasoned negotiators, mediators, and arbitrators. This hands-on manual is filled with a variety of exercises, activities, worksheets, role plays, and other interactive techniques that are readily accessible for teaching the skills needed to resolve conflicts. Trainers can select the sections of the flexible program that best meet their specific objectives and goals.

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