



Managing Conflict in the Community:

Non-confrontational techniques for community safety

Thursday, January 16, 2025
New Oxford Chamber of Commerce
New Oxford Borough Office

Workshop goal:

By the end of the workshop, participants will understand and feel prepared to implement the CLEAR model for managing conflict in community situations.

- I. Welcome & Introductions
- II. Recognizing risks and assessing situations
- III. Using the CLEAR model to defuse conflict:
 - A. Calm
 - B. Listen
 - C. Evaluate
 - D. Acknowledge
 - E. Respond
- IV. Scenario practice
- V. Wrap up