

Alternative Dispute Resolution Services

Mission Statement

The ADR services at Southwest SELPA are here to provide individuals an opportunity to resolve disagreements in a safe, positive, and efficient manner. The three main characteristics of the program are:

1. **Voluntary.** All who participate must come of their own volition to ensure that they are open to finding common ground in an effort to move through conflict.
2. **Confidential.** With the exception of trainings, all ADR services are confidential unless all parties agree otherwise.
3. **Educational.** We are providing a service that makes for a positive environment for people to learn and grow. In our meetings, people can feel free to ask questions without fear of judgment and learn from their mistakes.



**Contact us for ADR Services or
a designed Training Program**

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**Alternative Dispute
Resolution Services
(ADR)**

- ◆ **Staff Trainings**
- ◆ **Facilitated IEP Meetings**
- ◆ **Informal Resolution Sessions**
- ◆ **Pre and Post-Filing Mediation**

Southwest SELPA is committed to helping families and schools solve problems and conflicts in the fastest, easiest way.

As part of this commitment, we are proud to offer the following services:



Staff / Parent Trainings

Workshops and trainings to support collaboration, positive communication and resolution of conflict.

Facilitated IEPs

Impartial facilitation of the Individualized Education Plan process. This is used when the district, school or parents need assistance to reach mutual agreement.

Informal Resolution Sessions

A problem solving meeting between parents and the school with the help of a neutral facilitator. The resolution session would occur before filing for due process. Also, this may occur by telephone calls from a facilitator to the districts and parents.

Pre and Post-Filing Mediation

Mediation session before or after filing for due process. SELPA will facilitate meetings prior to state level legal proceedings.

Training Topics may include:

- ❖ **Communication Principles**
 - Active Listening
- ❖ **The Role of Apology and Forgiveness in Communication**
- ❖ **Negotiation Strategies**
 - Positions vs. Interests;
 - “BATNA”;
 - Collaborative vs. Competitive;
 - Win/Win Negotiations
- ❖ **Facilitation Skills**
- ❖ **Dealing with Anger**
 - The “BIFF” Method
- ❖ **Cultural Differences**
- ❖ **How to Deal With High Conflict Personalities**
- ❖ **Team Building**
 - Role Playing
 - Tips for Empowering Your Talent