



**NATIONAL
CONFLICT
RESOLUTION
CENTER™**

Empowerment

Helping the Most Vulnerable in Society



HELPING THE MOST VULNERABLE

WHAT

The National Conflict Resolution Center's (NCRC) Empowerment program teaches the skills necessary for effective communication, conflict management, and self-sufficiency to some of the most vulnerable members of the San Diego community, including refugees, the homeless, foster youth and veterans. Through customized communication and conflict management training, NCRC helps individuals from these groups become productive community members. NCRC has a track record of success in this area, training over 3,000 at-risk individuals during the past four years.

WHO

Working with partner organizations, such as Veteran's Village San Diego, San Diego Youth Services and the International Rescue Committee, NCRC reaches into some of the most diverse and underserved communities in San Diego, providing otherwise marginalized individuals with skills that promote dignity and self-worth. These are individuals who find themselves outside of mainstream culture, struggling for a way in.

WHY

The following are realities for too many San Diegans:

- Fleeing your home nation because your family is in danger;
- Serving your country only to find you don't quite "fit in" when you return;
- Living trapped in a cycle of poverty; and,
- Being removed from your home and everything you know because you are the victim of abuse and/or neglect at the hands of your parents.

NCRC training provides these individuals with the confidence to embrace the future in a positive, constructive manner.

HOW

NCRC delivers customized trainings to meet the needs of each client group:

- **Refugees** are trained in effective communication and conflict management skills, making it possible to begin a new life in the United States.
- **Veterans** are taught techniques that help them readjust to the civilian world: to find and hold a job, to cope with stress, and to manage conflict in their personal and public lives.

- **Homeless** individuals receive training in communication and life skills, helping them obtain and retain work, putting them on the path to self-sufficiency.
- **Foster youth** learn alternative methods for managing conflict and difficult situations, aiding their transition from foster care to independence.

OUTCOMES

Trainees are able to:

- Identify the common ground between parties in conflict;
- Perceive a conflict from the other person's perspective;
- Demonstrate a comfort level when discussing disagreements, understanding that conflict can be a catalyst for positive change; and,
- Recognize how personal cultural cues influence disputes and their resolution.

RESULTS

NCRC measures the effectiveness of the Empowerment program in several stages.

- Participants' knowledge of the training topics is measured before the training and again upon its completion to demonstrate improved competence.
- Trainees are interviewed 60-90 days following the training to determine whether and how they have been able to integrate the new skills into their everyday lives, as well as what obstacles they may be encountering.

As a testament to the effectiveness of NCRC's programming, NCRC is enthusiastically invited back by community partner organizations to train additional clients. Leadership from these organizations attests to the power NCRC training has to change lives through empowering individuals to address conflicts and difficult situations.

ABOUT



With a budget of \$3.7 million, NCRC depends on the generosity of the community to fund this important initiative. NCRC's impact is deep and life changing, this year reaching nearly 10,000 people. The partnerships we create with our donors enable transformative, positive community change.

FOSTER YOUTH FINDS SUPPORT

NCRC was recently invited to complete communication and conflict management trainings at the Transition Age Youth (TAY) Academy, a one-stop center that supports foster youth on their journey to independence. The staff at TAY Academy sought out NCRC's training because of its effectiveness in teaching foster youth positive responses to conflict and difficult situations.

This became particularly evident when two friends who were attending TAY academy, Joe and Dave, became involved in a dispute over using a computer at the academy. Joe had completed NCRC's training, but Dave had not. The disagreement began early in the day and escalated into the afternoon with Dave needling Joe in an effort to provoke a confrontation. Joe, however, maintained his composure, relying on the skills and techniques he had learned through the NCRC training. What's more, other students who had also taken the training with Joe encouraged him to continue to use those skills, despite Dave's increasingly outrageous actions.

Unable to elicit the reaction he desired, Dave threatened Joe, and was asked to leave TAY and return only when he was able to treat others with respect.

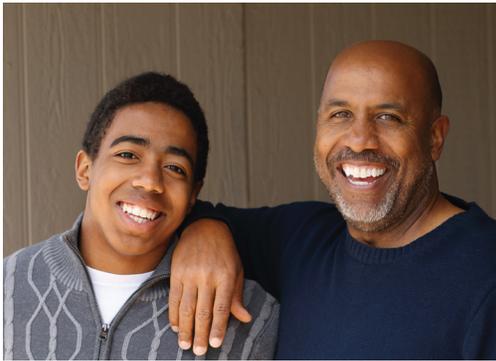


After several days to reflect on his behavior, Dave returned to TAY and reconciled with Joe. Dave now has positive role models for conflict management in his friend Joe and the other students at TAY Academy.

“Joe, however, maintained his composure, relying on the skills and techniques he had learned through the NCRC training.”

YOUNG MAN OVERCOMES DIFFICULTIES

Reggie Davis, 19, grew up in a single parent family because his father was incarcerated for nearly 10 years and only recently released from prison. Through a work-readiness program, Reggie enrolled in and completed NCRC's communication and conflict management training and has used his new skills effectively at home and on the job. He is proud of his story and happy to have it told.



“He addresses difficult situations with ease, setting a positive path for his future.”

At work he understands the importance of being a peacekeeper even in the face of conflict. An incident involving a dispute between Reggie's boss and another worker demanded this. A miscommunication occurred when the boss asked Reggie's co-worker to meet at a specific time and location. Unfortunately the employee misunderstood the instructions, failed to show up, and the boss got angry. Reggie stepped in to deescalate the situation. He acknowledged his boss's feelings while explaining the miscommunication, all the while remaining calm. Later, Reggie's boss indicated that when he was younger he would not have been able to show the restraint Reggie had and thanked him for being so professional.

The same skills helped Reggie at home. Reggie and his father never had a positive relationship and when Reggie's dad moved back home, there was, not surprisingly, a great deal of conflict. Using the skills he obtained in the NCRC training, Reggie realized he had the power to change the tone of the interactions, even feeling confident enough to help his dad adapt to his new situation. Rather than becoming angry, Reggie chose to discuss issues with his father, and not allow minor disagreements to escalate. As a result, Reggie's father has changed the way he communicates with Reggie. He has become more positive and better focused on solving their issues together.

Reggie continues to use the skills he learned in the NCRC trainings in his daily interactions. He addresses difficult situations with ease, setting a positive path for his future.

FUNDING

Total Expenses (2011–2018)	\$3,000,000
Committed as of 6/30/2015	\$1,592,463
Additional support needed	\$1,407,537



YOU CAN MAKE A DIFFERENCE

- \$250** provides training for one person with life-changing skills
- \$500** underwrites training set-up: space, food equipment, etc.
- \$1,000** covers fees for two trainers in a day-long training session
- \$2,000** underwrites the creation and production of all training materials for a class of 20 people
- \$5,000** covers the costs associated with an inclusive single day communication training for 20 people
- \$10,000** provides an in-depth two-day communication and skills training for 20 people
- \$25,000** allows NCRC to train all of the appropriate clients at a community partner organization (i.e., Veteran's Village, Internal Rescue Committee, etc.).
- \$50,000** provides complete funding to train all clients and agency staff at a partner organization including ongoing NCRC staff support for continuous service over the course of a year.

PARTNERS





NATIONAL CONFLICT RESOLUTION CENTER™

There is a Solution.

Since 1983, the National Conflict Resolution Center (NCRC) has been empowering people and transforming cultures.

Whether on a college campus, in the community, or in a business, NCRC has a conflict resolution service designed to reveal the common ground among any controversy. There is a solution to every problem, and we can help find it.

Steven P. Dinkin, President
sdinkin@ncrconline.com

For more information, please contact:

James Forbes
Development Director
(619) 238-2400 x 229
jforbes@ncrconline.com

www.NCRConline.com

530 B Street, Suite 1700 | San Diego, CA 92101
619.238.2400