

## THE TRAINING

Conscious Communication is a combination of creative conflict resolution enhanced with the skills of empathy and compassion.

Conscious Communication provides a specific step-by-step process to follow when communicating, even at the height of anger, fear, guilt, or despair. It provides a means to reach behind the words to clear the way to creative solutions.

The training shows how to:

- ⊗ hear criticism  
without getting defensive
- ⊗ educate another  
without sounding critical
- ⊗ work with anger and other  
strong feelings  
in ourselves and others
- ⊗ prevent physical and  
psychological violence

## THE TRAINER

Leon Levin is an independent consultant, mediator and trainer in conflict resolution. He has led trainings and mediated conflicts for over thirty years, working with business, police, education and health systems, as well as with families, and various community environments across North America and abroad.

Working with emotionally disturbed children, and counselling families and couples, Leon gained experience handling strong emotional encounters and became intrigued by the problem people have navigating painful differences.

For six years he was a member of the Board of Directors for The Center for Nonviolent Communication, an international network for world peace.

## CONTACT

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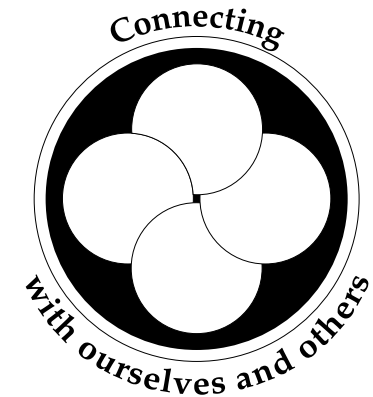
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# Conscious Communication

## NEGOTIATING CONFLICTS



## ENHANCING RELATIONSHIPS

Arguments, disputes, tension—  
no matter what we call it,  
conflict is inevitable —  
how we react is not.

With understanding and practice,  
we can choose how we respond.

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## CONFLICT

ARRGRH!#\*@\*!

Most of us are uncomfortable with conflict. Small irritations become entrenched resentments, eroding communication and blocking problem solving. When a crisis develops, we don't have the skills to dig ourselves out. With effective tools, we can resolve our conflicts constructively and with confidence.

Conflict can benefit us.

Studies show that the benefits of managed conflict are higher productivity, positive interpersonal relationships, and social competence. When people do not fear conflict, it stimulates creative thinking and generates physical and psychological energy.

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*"I used C.C. [Conscious Communication] with my daughter last night....*

*She's going to have a much better childhood than I did."*

— Linda Lamonte, facilitator and mother

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## NEGOTIATION AND PROBLEM SOLVING

Negotiation is one of our primary lifeskills. We negotiate everyday, in the workplace, with family members and friends, in a multitude of community and social settings. Negotiations can easily turn into conflicts, especially when strong emotions are involved.

Through this training we'll learn ways we can comfortably handle various situations that usually provoke irritation, anxiety and resentment.

We'll explore:

- ⊗ getting what we want in ways we won't be sorry for later
- ⊗ giving and getting four critical pieces of information
- ⊗ solving problems creatively

## RESOLVING CONFLICTS/ ENHANCING RELATIONSHIPS

The skills of Conscious Communication will become vital tools for daily living. We will learn to connect more effectively with family, friends, and co-workers and enhance our relationships by:

- ⊗ giving and receiving appreciation
- ⊗ nurturing ourselves and others
- ⊗ creating an atmosphere that promotes sharing, trust, and risk-taking

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*"I was impressed with the number of connections my staff and I made with the material presented and our own personal lives....*

*I got way more than I expected."*

— Duncan Holmes, Executive Director,  
The Canadian Institute of Cultural Affairs

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