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SWAM #672652 Micro Business Certified

Services are listed below:

OPN-Door Communications LLC



Fair-Impartial-Confidential

1. **Mediation**- When a trained neutral assist parties in crafting a solution to their dispute.

Why choose mediation?-Voluntary, Collaborative, Controlled, Confidential, Informed, Balanced, Safe, Neutral, Satisfying

2. **Conflict Coaching**-When a trained conflict coach utilizes skills and strategies to support peoples' ability to engage in, manage, or productively resolve conflict

Why choose conflict coaching? The coachee can talk about the conflict with a neutral third party, consider options and design an approach to discuss conflict with the opposing party.

3. **Training**-List of workshops are available upon request and workshops can be developed to meet the needs of the organization.

4. **Restorative Justice Facilitation**- Provides the offender and the victim a safe environment in which they may interact.

Why choose Restorative Justice? As the offender will be presented an opportunity to listen and actually hear how his behavior has impacted the victim; the process will encourage the offender to understand the harm and develop empathy for the victim. Additionally, this process will encourage the offender to be accountable for his action and is used with the intent to deter the offender from reengaging in the same negative behavior.

Introducing our newest workshop titled: "Conflict and the Challenging Client." This workshop is designed to introduce the participants to how unmanaged conflict, disappearing boundaries and ineffective communications affects their ability to effectively serve their clients.

Fun and interactive, participants leave with a better idea as to how to be more empathetic and to understand that the challenges that their clients may seemly exhibit are actually an opportunity to provide them with excellent service.

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