

## **Services Provided to Off-Campus Housing, Apartment Complexes**

*As long as there is a UCF Knight involved, IED is involved*

### **Conflict Resolution & Mediation Trainings for Housing Staff**

- Ability to provide training sessions on how to...
  - mediate conflict between roommates
  - establish effective and appreciative boundaries between roommates
  - create purposeful and intentional housing agreements which can be considered a working document for future issues and situations
  - empower staff members to embrace conflict between roommates and establish themselves as source of implementing action
- Training sessions available on-site, available for half-day or more sessions, provide tool-kits to staff members
- Visit the IED website ([www.ied.sdes.ucf.edu](http://www.ied.sdes.ucf.edu)) and request a training session

### **Mediation Sessions**

- Roommate vs. Roommate or Suites of Roommates
- Off-Campus, Affiliated Housing, Apartment Complexes (non-affiliated)
- Flexible Schedule – after 5:00 pm not a problem
- Neutral Space Available – FC 142 Conference Room
- Co-Mediate with Staff Member
- Pre-Mediation Session with Staff Members – Review Approach & Action Plan
- Assist One Roommate with Approaching Another Roommate
- Assist One Roommate with How to Live in Such a Situation

### **College Life Skill Workshops**

- Conflict Management – Peaceful Living, Thinking Before Speaking
- Integrity & Ethics – Civility, Treating and Receiving Respect
- Professional Etiquette – Facebook, Classroom, Campus, and Email
- Available to Present after 5:00 pm
- Visit the IED website ([www.ied.sdes.ucf.edu](http://www.ied.sdes.ucf.edu)) and request a workshop

#### **Contact Information:**

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