

Region 10 Alternative  
(ADR) Committee



Dispute Resolution  
Presentation:

## **Lost in Translation: Cross-Cultural Dispute Resolution in Special Education**

Presented by:  
Jason A. Harper  
Mediator & Conflict Resolution Specialist

Thursday  
NOVEMBER 14, 2019  
8:30 am - 3:00 pm

In education, we encounter a wide range of people with different cultures and norms. Even the most skilled and experienced professional will face new challenges in cross-cultural communication. Based on the different dimensions of culture, you will encounter behaviors that can present a barrier to effective communication and dispute resolution. In this training, participants will learn about the concept of culture, the different styles of communication, and give you tips to mitigate those barriers in the joint search of the best solution for the student.

Learning Outcomes:

1. Identify and analyze various dimensions of culture including, but not limited to: communication styles, behaviors, values, and worldviews.
2. Evaluate how cultural factors affect the negotiation process.
3. Discuss the concept of implicit bias and how it can affect our communication strategies.
4. Develop a strategy to address cultural factors affecting the dispute resolution process.

**Registration Fee:**

**\$60.00**

**Register Online:**

**<https://sbcss.k12oms.org/46-169282>**

**Or call East Valley SELPA 909.252.4502**

**Location:**

**Dorothy Inghram Learning Center  
Home of the East Valley SELPA  
670 E. Carnegie Drive, San Bernardino CA 92408**