



THE UNIVERSITY OF BRITISH COLUMBIA

School of Social Work  
Vancouver Campus



Continuing Education and Certificate Programs

## **Beyond De-Escalation: Conflict Management Skills for Navigating Hard Conversations Across Systems, Settings, and Relationships**

**Date:** October 24, 2025

**Time:** 9:00 am to 12:00 pm and 1:00 pm to 4:00 pm

**CEU:** 6 hours

**Location:** Virtual – Zoom session\*

**Cost:** \$180

**[Registration link](#)**

*\*Link will be provided 72 hours before the start*

### **Audience:**

This workshop is ideal for therapists, social workers, and mental health practitioners in various fields of practice seeking to develop complex conflict management skills to apply to their practice.

### **Description:**

This experiential course moves beyond basic de-escalation and into the deeper work of navigating conflict rooted in values, identity, and ethical complexity. The course offers applied, anti-oppressive tools for managing challenging conversations across systems, settings, and relationships. Participants will engage in interactive skill-building activities to apply frameworks and techniques that support grounded, relational responses to tension. Whether working in clinical, community, or private practice settings, this course helps practitioners build the confidence and competence to remain in dialogue when stakes are high and emotions run deep.

## Learning Objectives:

By the end of this course, participants will be able to:

- Apply anti-oppressive and trauma-informed frameworks to ethically complex interpersonal conflicts in a variety of professional contexts.
- Demonstrate de-escalation strategies that maintain connection across difference and reduce defensiveness.
- Assess their internal responses during conflict and implement regulation techniques to stay grounded.
- Demonstrate relational accountability by thoughtfully responding to feedback.
- Facilitate conversations that acknowledge harm and open opportunities to reconcile.
- Integrate co-regulation, bystander intervention, and restorative tools into professional settings.

## Learning Activities:

- Brief lectures to introduce frameworks
- Experiential learning and structured role play
- Individual reflection and group debrief
- Skills-based group exercises and peer feedback

## Schedule:

Time	Topic / Activity
9am -12:00pm	Welcome, Introductions and Establishing Guidelines
	Assumptions and Conflict
	Emotional Regulation and Internal Responses
12:00pm – 1:00pm	Lunch
1:00pm -2:45pm	Difficult Conversations
	Mediation and Relational Repair
	By-Standard Intervention
2:30pm – 2:45pm	Break
2:45pm – 4:00pm	Putting it all Together – Case Studies
	Closing

## Facilitators:



### **Nadia Kyba, MSW, RSW (she/her)**

With over 25 years in alternative dispute resolution, Nadia Kyba leverages her expertise to support individuals and organizations in navigating interpersonal and group conflict through anti-oppressive, trauma-informed frameworks. Her practice includes training, policy advising, third-party complaint resolution, and investigation. As Safeguarding Liaison at viaSport BC, she provides mediation and conflict-management training to provincial sports organizations, while also serving as an adjunct professor at UBC's School of Social Work. Nadia brings a strengths-based, culturally responsive, and deeply relational approach to her facilitation and teaching.



### **Ernest Gleeson, MSW (he/they)**

Ernest is a social worker, facilitator, and community artist with experience across harm reduction housing, disability support in schools, and youth programming in healthcare. His alter ego, drag performer Eva Lasting, brings creative and political energy to his facilitation. Ernest holds a Master of Social Work from UBC and is pursuing doctoral research on political polarization and conflict transformation. His work focuses on how community-building practices can foster conversation across difference and transform tension into collective growth.