

Serving San Mateo County
since 1986
with a wide range of
conflict management
services.

**What our clients
are saying:**

“As a teacher facilitator of a peer mediation program, I simply organize the duty schedule and occasional meetings—the kids do the rest!” Teacher, George Washington School

“The majority of conflicts are resolved without adult intervention.” Principal, Roosevelt School

“The best thing is that people are learning to communicate better when they are most angry or frustrated.” Service Coordinator, Notre Dame Elementary School

“It is a lot easier to handle conflict in a peaceful and productive manner. I have been able to solve some of my own problems.” Student, Aragon High School

Conflict Resolution in Schools Program

CRISP is...

A program that provides technical support and conflict resolution training to educators, parents, and students. Our goal is to teach adults the skills to help young people effectively manage conflict at school, in the home and the community.

CRISP provides...

Administrative support to school personnel. Principals and administrators are invited to consult with CRISP staff to determine particular needs of their schools and tailor on-site training programs for educators and students.

CRISP training workshops include...

- “Talk It Out” for elementary schools
- Conflict Managers on the Playground
- Conflict Managers in Middle/High School
- Staff Communication
- Other topics including anger management, bullying, sexual harassment, and cultural awareness

Schools report...

- Fewer suspensions
- Fewer fights
- More positive climate
- Greater academic achievement

A MODEL CONFLICT RESOLUTION PROGRAM...

1. Trains students to resolve their own problems and to act as peer mediators for other students.
2. Trains all staff (teachers, administrators, aides, office staff) to communicate more effectively with each other and to refer students to peer mediation services.
3. Provides parent education workshops to strengthen their conflict resolution skills.
4. Has the support of the school administration, including time, space, financial support, and role modeling.
5. Benefits the entire community.