CEDR helps employees manage conflicts, including special education conflicts. The program offers the following services:

- **Listening**
  Sometimes you just need to talk through a problem. CEDR personnel will listen to you without judging, help you understand your situation, and work with you to explore and analyze your options.

- **Mediation**
  Mediators are impartial third parties with no interest in the conflict. Through mediation they facilitate a discussion between parties to a conflict, encouraging them to listen to each other and, if possible, to find a mutually acceptable solution.

- **Group facilitation**
  A group facilitator--also an impartial third party--facilitates a process that will help groups to handle their differences constructively and reach better results, especially before a group reaches an impasse. Unlike mediation, the goal of group facilitation is not to reach a settlement but rather to improve the group's problem solving skills. In addition, group facilitators share the process of facilitation with the group.

- **Training**
  CEDR provides training to help employees obtain the skills and knowledge they need to talk productively with each other, with parents, and with anyone with whom they interact. Productive communication increases the possibility of using conflict constructively and decreases the likelihood of escalating, destructive conflict.
• Conflict coaching
  A conflict coach works one-on-one in a confidential relationship with the coaching client to develop the client's conflict-related knowledge, skills, and strategies.

• Special education services

What We Don't Do

• Make decisions for people in conflict
• Offer legal advice or act as an advocate for any individual or entity
• Offer psychological counseling
• Handle equal employment opportunity (EEO) issues; EEO mediation is offered by DoDEA’s Office of Equal Employment Opportunity Programs
• Testify in any proceeding, unless required to do so by a court or other tribunal
• Serve as a place to put DoDEA on notice of claims
• Address private issues of DoDEA employees

Training

Training helps employees obtain the skills and knowledge they need to talk productively with each other, with parents, and with anyone with whom they interact. Productive communication increases the possibility of using conflict constructively and decreases the likelihood of escalating, destructive conflict. CEDR has provided training in various aspects of communication and conflict management both as part of proactive efforts to create more capacity to engage in conflict creatively and on an as-needed basis to address particular conflict situations. Trainings can be developed or tailored for particular situations.

CEDR offers the following types of trainings:

• Conflict management skills training
• Communication and conflict management in special education training
• Interest-based negotiation training
• Conflict styles and making productive decisions
• Training custom-designed to meet the needs of a particular situation

Special Education

Why contact CEDR for special education issues?
The special education process requires a joint effort of school personnel and families. But the people involved don’t always agree on special education issues such as

- eligibility
- the nature of a student’s needs
- what to include in an Individualized Education Program (IEP)
- how to provide services
- whether the services provided have been adequate
- how to assess student success

The disagreements may be based on poor communication or misunderstandings; they may also be substantive differences based on different interests. No matter what the basis for the disagreement, the people involved may not have the skills they need to work through the disagreement collaboratively and produce the best result for the student.

CEDR provides the following services to help:

- **IEP facilitation** is a process in which an impartial third party assists facilitates an IEP meeting so that the members of the IEP team can communicate effectively and interact respectfully, with the goal of creating an IEP that will meet the student’s needs. Like mediators and group facilitators, **IEP facilitators** do not make substantive decisions. Instead, the facilitator supports the group as a whole, helping them to focus on creating an appropriate IEP through collaboration and problem solving during the meeting.
  - IEP facilitation is particularly appropriate when:
    - You anticipate that an upcoming IEP meeting will be particularly contentious
    - Previous IEP meetings for this student have resulted in little agreement or have failed to produce a complete, high quality plan
    - Much of the time in previous meetings has been devoted to emotional disagreements and recrimination, rather than to the work of creating an IEP

- **Special education mediation** is a process in which impartial third parties with no interest in the conflict facilitate a discussion between parties to a conflict, encouraging them to listen to each other and, if possible, to find a mutually acceptable solution. **Special education mediators** provide an opportunity for the parties to special education conflict to meet and discuss concerns in a confidential setting. The mediation process focuses on communication and problem-solving in an attempt to reach a mutually satisfactory, forward-looking decision that is tailored to the particular situation. Special education mediators are trained in both special education law and mediation techniques. Like other mediators, special education mediators have no authority to make a decision or determine who is right or wrong.
  - CEDR will provide mediators for special education disagreements of any sort (not just those related to the development of an IEP) and at any point. It is often best, however, to request mediation early. As conflict goes on, parties tend to harden their positions and tensions and emotions rise. Early mediation is therefore more likely to succeed and to help the parties avoid severe relationship damage.

**Leadership Coaching**
Leadership Coaching Services

The Center for Early Dispute Resolution (CEDR) program in the Department of Defense Education Activity (DoDEA) provides leadership coaching for DoDEA leaders.

Background Information

CEDR provides a number of services including confidential leadership coaching for DoDEA leaders seeking to improve their leadership skills and performance. To begin the process for getting a coach under the leadership coaching services, you will first be required to complete a leadership coaching client questionnaire. The Information that you provide will be evaluated by our coaching contractor, to provide you with two best fit coaches from which to select. Your candid responses are important and kept confidential. If you have any questions, please contact cedr@dodea.edu

For those interested in leadership coaching please reach out to Mr. Mundy Malaka at mundy.malaka@dodea.edu or 571-372-4554.

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