

SECTION 2: Resolution Road Map

Watch each video in Section 2 and use the notebook tool to take notes and enhance your learning.

Section 2 includes the following modules with videos and transcripts:

- 2.1 Identifying issues and needs
- 2.2 Distinguishing Fact from Fiction
- 2.3 Opening the Conflict Conversation
- 2.4 Gaining Alignment and Brainstorming
- 2.5 Getting to Agreement