

## SECTION 3: Deepening Conflict Resolution Skills

Watch each video in Section 3 and use the notebook tool to take notes and enhance your learning.

**Section 3 includes the following modules with videos and transcripts:**

3.1 Increasing your Conflict Capacity

3.2 Asking Diagnostic Questions

3.3 Listening

3.4 Labeling, mirroring, and silence

3.5 Reframing