

Make a Difference in Your Community

Learn to manage conflict!

Professional Mediation Training November 7-11, 2011

This highly interactive 40-hr. training course will acquaint you with the philosophy, model and skills of interest-based mediation. The concepts and skills taught in this introductory training are easily transferable and are designed to improve communication, effectively manage conflict, and enhance relationships in all settings.

The training includes:

- Principles of Conflict Resolution
- Conflict Styles
- Mediator Communication Skills
- Interest-based Negotiations
- Collaborative Problem solving
- The Mediator's role as a Neutral Third Party
- Formulation of Settlement Agreements

Demonstrations and role-plays provide opportunities to put newly gained skills into practice. Professional Mediation Training will enhance your capacity to deal with the conflicts, disputes and frictions that occur in the workplace, organizations, neighborhoods and at home.

Cost: \$600

Resolving Conflict in the Workplace September 16, 2011

Conflict doesn't have to be a battle! This training is intended to help you retool how you manage conflict in the workplace.

Learn how to:

- Create win/win solutions
- Promote teamwork
- Improve communication
- Reduce stress and tension
- Collaboratively problem solve

After participating in our training, you will return to the workplace with an innovative and creative approach to managing conflict. This process will help you feel more respected, empowered and able to solve workplace problems as they arise.

Cost: \$160

Habla Usted Español?

Tenemos una beca disponible para un Curso de Formación Profesional en Mediación. El Centro de Resolución de Disputas del Condado de Skagit quiere formar a un mediador que hable español.

Por favor, contactenos: kekstran@voaww.org



1-800-280-4770
Dispute Resolution Center,
Serving Skagit, Island, and Snohomish Counties

www.voaww.org/training