

Conflict Management and Mediation Training

Why this course?

Our lives have become so busy that we find our healthy differences turn into conflict and conflicts grow into disputes and disputes deteriorate into battles. Conscientious citizens are increasingly demanding productive conflict management. From “rocky” negotiations to workplace “attitudes” we are looking for ways to avoid being bogged down in uncomfortable conflict. Managing conflict to creative, productive outcomes is the “best practice” for healthy individuals, families, organizations, and communities. It gives everyone in conflict control to satisfy their own specific needs.

Who will benefit from this course?

Persons who want to productively resolve conflict, or assist persons who are in dispute with one another. Professionals, including attorneys, public servants, business managers, human resource professionals, counselors, teachers, social workers, administrators, law enforcement professionals, and negotiators.

What is this course about?

This is a 40-hour, highly interactive, conflict management training course. It is required for mediating in Washington State Dispute Resolution Centers. We examine the role of interest based negotiation and mediation in the larger context of dispute resolution and consider various models and styles. We focus this course on collaborative, interest-based negotiation and mediation, a process that offers substantive, procedural, and psychological satisfaction to parties. We teach participants a step-by-step process for disputing parties to gain understanding and find mutually agreeable solutions.

We also teach the extremely challenging practice of mediation with parties in joint session, using caucuses where appropriate. We blend theory and practice to teach participants the necessary skills, tools and process. We examine each stage of the mediation process, and engage participants in simulations drawn from diverse settings. We teach participants how to be more self-aware and develop skills to productively resolve conflict. Coaches observe and assist participants to learn from all simulations.

The course includes:

- Appropriate Dispute Resolution
- Conflict theory and styles
- Communication skills
- Cultural differences
- Negotiation theory and styles
- Role of negotiator & mediator
- Mediation models and styles
- Stages of negotiation & mediation
- Role-play & demo. mediations
- Consultation and coaching
- Ethical and legal issues
- Course materials

CE Credits: applied for WSBA 35 total CLE credits (4 ethics).

Cost: \$500 – (early registration) if payment received by December 18, 2006, or \$550 – if received after December 18, 2006.

Location – Time – Dates:

The training will be offered in January, 2007, at Aberdeen, Washington at the following times and dates:

- 5:00 p.m. to 9:00 p.m. on Thursday, January 18, and
- 8:30 a.m. to 5:30 p.m. on Friday, January 19 and Saturday January 20;
- and
- 5:00 p.m. to 9:00 p.m. on Thursday, January 23, and
- 8:30 a.m. to 5:30 p.m. on Friday, January 24 and Saturday January 25.

Contact John Nemes, Executive Director, by telephone at (360) 249-1925, or toll free 1 (888) 874-3820; or e-mail at coastaldrc@centurytel.net, if you have questions.

Please fill in the attached registration form and send it along with your payment to:

Mediation and Settlement Center
138 –1ST Street South, Suite 6
Montesano, WA 98563

A confirmation letter, including directions to the training site, will be sent.

NAME: _____

ADDRESS: _____

PHONE: _____ E-MAIL: _____