

Basic Mediation Training



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Dates: Feb. 16, 17, 22, 23 & 24
Time: 8 a.m. to 5 p.m. daily
Location: Virtual
Cost: \$1250

This highly interactive course teaches the theories, skills and techniques of facilitative, interest-based mediation. Designed for personal and professional development, the course is open to anyone who wants to:

- Expand their skills in preventing, managing, and resolving disputes
- Reduce the negative impacts of conflict on their workplaces, families, friends, neighborhoods, and communities
- Increase their effectiveness in listening to and communicating with people in conflict
- Work with strong emotions respectfully and constructively
- Enhance their negotiation skills
- Manage cross-cultural differences
- Develop strategies to deal with various elements of conflict
- Utilize empathy and other active listening skills in all areas of life
- Serve others as a professional or volunteer mediator in Oregon

Attendees will learn through lecture, interactive exercises, and role-plays coached by skilled and experienced mediation practitioners.

Topics include:

- Neurobiological roots of conflict and resolution
- Conflict styles, their strengths, and how to work cross-style
- Effective listening and questioning techniques
- The difference between needs, demands, and issues (and why it matters)
- Impact of power dynamics
- Encourage understanding and acceptance of cross-cultural differences
- Creating a brave and respectful space
- The structure of an effective mediation process
- Preparing participants
- Writing effective agreements
- Ethical standards and behavior

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Limited scholarships are available

For more information and to register, contact:

Resolution Services

503-655-8415 or rs@clackamas.us