



October 3-7, 2016

Mediation Process Training

"CDR instructors were dynamic and did a great job presenting the information and addressing questions with real-life examples"

- Federal agency participant

- **Practice** essential skills to analyze and mediate conflict effectively
- **Build** mediator communication skills
- **Interact** with a diverse group of professionals
- **Learn** from trainers who are practicing mediators with broad practical expertise



Trainings held at Chautauqua Park in Boulder, CO

Space is limited, sign up today!

To Register Contact:

CDR Associates

Ph: 303-442-7367

CDR@mediate.org

www.mediate.org

\$100 off for early registration

**Participants from the same organization
receive \$100 discount each**

CE and HR Credit approved course

NOW YOU'RE TALKING

Why CDR?

CDR has more than 30 years of training experience – We provide high quality facilitation, mediation and capacity building training around the world to help participants effectively resolve a wide range of disputes.

CDR's trainers include some of the foremost practitioners in the field of conflict resolution – Our instructors have successfully resolved environmental, public policy, ethnic, family, employment, discrimination, labor-management, community and international disputes. Trainers use their personal experience in the field to demonstrate techniques and concepts.

Grounded in The Mediation Process – Our five day program goes hand in hand with Partner Christopher Moore's bestselling book *The Mediation Process*.

Highly experiential and interactive programs – We blend mediation framework presentations and discussions, conflict analysis and strategy design exercises, quick-decision role plays and mediation simulations into an exciting and highly engaging program. The interaction is both fun and invaluable for refining and perfecting your mediation strategies and skills.

One-on-one coaching – We provide one-on-one feedback and advice on participants' mediation skills and how to apply them.

What Can I Expect to Learn?

- Learn to analyze the causes of conflict and develop effective strategies to respond to them.
- Recognize the stages of the mediation process and help parties to use the process to reach agreements and improve or redefine their relationships.
- Promote parties' use of effective Interest-Based negotiation (IBN) strategies that enhance the potential for productive problem solving.
- Apply effective mediator communication skills—Active listening, framing, reframing, summarizing, questioning—to help parties better understand their differences and commonalities.
- Learn to respond creatively to parties' strong emotions – anger, fear, frustration, hopelessness.
- Respond to ethical dilemmas in mediation.

More...

A light breakfast and afternoon snacks are provided each day, as well as a cocktail party for participants and CDR staff.

Tuition: \$1300 (Until 9-5-16); \$1400 (after 9-5-16)

Register two or more participants for an additional discount of \$100/person.

For more information or to register, visit us at www.mediate.org
Contact us by email or phone: CDR@mediate.org, 303-442-7367.

