

MEDIATOR CERTIFICATION



Mediators help people solve problems and resolve disputes by helping them communicate and negotiate more effectively

50-Hour Seminar

This Seminar will allow you to:

- Understand conflict resolution
- Gain essential experience through exercises, case studies, and personalized coaching from Master Mediators
- Explore a range of mediation styles and approaches

Free with Volunteer Commitment to CCDS' Day-of-Court Program at the Hayward Hall of Justice Small Claims Court for two 3-hour sessions each month

25 hours of classroom (8:30 am – 5:00 pm)
at 291 McLeod Street, Livermore

Saturday, February 23, 2019
Saturday, March 16th
Saturday, March 30th

PLUS

25 hours of mediation session observations
at Hayward Hall of Justice
24405 Amador Street, Hayward

Registration deadline is February 15th
Call Diane If You Have Questions
(925) 373-1035



Course Content includes:

- Adversarial versus non-adversarial (problem-solving) techniques
- Anger management (yours and "theirs")
- Balancing power
- Breaking impasse
- Communication for conflict resolution
- Cultural considerations
- Developing fair, workable agreements
- Interests
- Negotiating styles
- Perspectives
- Separating your values from the values of others
- Separating your problems from the problems of others
- Understanding the nature of conflict
- Values clarification

I learned more about understanding people and their motivation in those 3 days than I have in the last 10 years.
S. Becker, Area Manager, AT&T

Simply – one of the best trainings I have ever attended. B. Neal, U.S. Dept of Justice

I really enjoyed the mediation training - thorough, good pace, knowledgeable instructors, yet still approachable and interactive. I look forward to taking the next steps.
B. Wainwright