



## What Our Participants Say:

“Mediation is the best way I know of to advocate for the needs while preserving the relationship.”

“I really enjoyed the live demonstrations. It all makes sense to me.”

“I got promoted as a direct result of having mediation training.”

“I can’t say enough about my coach. She put me at ease and critiqued me in a way that made me feel competent.”

“There are so many more ways to approach conflict than I ever thought of.”

**Tuition - \$495.00**

Your tuition includes all course materials, snacks and lunch each day/

Class size is limited. Group discounts are available - Call for a quote.

*Cancellation Policy:* Cancellation received 7 or more days prior to the day of training will receive a full refund. Half the fee will be refunded for cancellations received less than 7 days prior to and up to the start of the training.

**SIGN UP TODAY!**

Download registration form at:  
**[www.pdrc.org](http://www.pdrc.org)**

**360-452-8024 • 800-452-8024**



PENINSULA DISPUTE  
RESOLUTION CENTER

P.O. Box 1034 • Port Angeles, WA 98362



## 40-Hour Basic Mediation & Conflict Resolution Training *presented by*



PENINSULA DISPUTE  
RESOLUTION CENTER

**Port Angeles Senior Center**

**328 E. 7th Street**

**Oct. 6, 7, 8 &  
Oct. 20, 21, 22**



PENINSULA DISPUTE  
RESOLUTION CENTER

## 40-Hour Basic Mediation & Conflict Resolution Training

### Registration Form

Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

City \_\_\_\_\_

State/Zip \_\_\_\_\_

**Fee: \$495.00**    Check Enclosed

Make Checks Payable to:

**Peninsula Dispute Resolution Center**

Payment plans available.

Please call for more information.

I am interested in additional credits for an additional fee:

CLE Credits     Clock Hours     Other

## 40-Hour Mediation & Conflict Resolution Training

**Port Angeles Senior Center • 328 E. 7th Street, Port Angeles, WA**  
**October 6, 7, 8 and 20, 21, 22, 2011 • Thurs. 5pm-9pm & Fri./Sat. 9am-5pm**

### *This training is for you if . . .*

- *You ever find yourself in the middle of a family conflict.*
- *You wish you had more skills to communicate with co-workers.*
- *You need sharper skills to work with your clients or customers.*
- *You want to be more active in your community, but haven't found your niche.*
- *You manage others.*
- *You work with the public.*
- *You teach or train others.*
- *You need continuing education credits.*



### *Training Details*

The training is taught in an interactive format that includes presentations, experiential exercises, small group discussion, demonstration of the mediation process, and twelve hours of mock mediation practice with experienced mediation coaches. Whether or not becoming a certified mediator is right for you, this conflict resolution model is a great way to improve your professional and personal effectiveness. You will learn about conflict styles, active listening and reframing techniques, negotiation strategies, how to make agreements that last, advanced communications skills, ethics of mediation, and the formal process of interest-based mediation. If you are interested in volunteer mediator opportunities with PDRC, please talk with Karen L. Brown, Executive Director, about the application process.

*Continental breakfast, lunch and snacks are provided on the site of each of the "full day" training days. Vegetarian option is available. No vegan option is available at this time. Training materials are provided.*

### *Trainer*

Laura O'Neal has over twenty years of training experience. Laura will be assisted by PDRC Staff and Volunteers.