Fundamentals of Mediation

Thurs., Fri., Sat., January 7, 8, 9, 2010
8:30 am to 5:00 pm

Fri. & Sat., January 15, 16, 2010
8:00 am to 5:00 pm

Training location: Medford, OR

A five-day interactive, experiential training for:

- Professionals starting a mediation career
- Organization and workplace professionals seeking advanced skills in conflict resolution and communication
- Individuals interested in serving the community as a volunteer mediator
Mediation Works is the second largest mediation organization in the state of Oregon.

About Mediation Works

Founded in 1990, Mediation Works is Jackson County’s only dispute resolution center. Mediation Works is a non-profit organization funded by grants, contracts, fees and generous donations.

At all levels of our community, we provide services that empower individuals and organizations to resolve their differences peacefully.

Mediation Works Provides...

Mediation Services

- To Families
- Between Neighbors
- In the Workplace
- In Small Claims Court
- In Landlord and Tenant disputes
- In Manufactured Dwelling Park Disputes
- Between Victims and their Juvenile Offenders

Training Services in

- Schools
- The Workplace
- The Juvenile Detention Center
- The Wider Community

Mediation Works pioneered the extensive Peer Mediation and Bullying and Harassment Prevention programs in schools in southern Oregon. We provide conflict management trainings in the workplace and mediate all small claims cases in Jackson County under contract with the Jackson County Circuit Court.
Mediation is a voluntary and cooperative problem-solving process where those in conflict meet with a neutral third party in a safe setting to resolve their differences.

Mediators assist people to resolve misunderstandings, communicate more clearly, and explore possible solutions to their disputes.

Mediators do not take sides, give advice, make suggestions, or impose settlements. Rather, they ask clarifying questions, reflect feelings, identify needs, and help individuals reach mutually acceptable, long lasting agreements. Mediators move parties out of the past and into the future.

Not surprisingly, the rewards of mediation can be immense:

**For those who mediate**, there is the ultimate reward of helping others move from a place of anger to a place of understanding and resolution.

**For those in conflict**, there are amazing shifts that occur as they actively resolve their own issues in a way that maintains and often improves the relationship.

From there, the benefits of mediation keep unfolding... a more productive workplace ....a happier household . . . a greater sense of self-esteem.

### Our Basic Mediation Training

Mediation can be a rewarding and meaningful endeavor. With our interactive training, we are committed to assisting you to begin the path to becoming a highly skilled, confident, and effective mediator.

In this training, you will benefit from the knowledge, wisdom, and expert guidance of instructors who have decades of mediation and teaching experience. This interactive training will take you through numerous simulated mediation scenarios, applying new concepts as you learn them.

The result is a satisfying and meaningful ‘layering effect’ that steadily increases your skills and confidence.
Who should attend?

This is an ideal training for:

**Managers & Supervisors** who want to apply conflict transformation and expert communication skills in the workplace:

Learn the essential and advanced communication techniques that reduce conflict, build understanding, and increase teamwork.

**Future Volunteer Mediators** seeking to serve the community and enrich their own lives:

Acquire the skills and tools through this training and we will supply the opportunities! Mediation Works mentors and coaches dedicated volunteers as they deliver services to the community, schools, courts, and ‘at-risk’ youth.

**Professionals** who would like to acquire the skill-set unique to mediators:

Your skills will enable you to mediate in a wide range of industries and situations.

**Anyone** who would like to improve their relationships at home, at work, and in the community.

Our training meets the standards set by the Oregon Judicial Department for civil mediators.

“Basic mediation training should almost be a mandatory life experience . . . The tools I learned serve me every day, whether I am mediating or not”

Joe Strahl, Public Works Management, Inc.

“The experienced trainers made the learning process fun, interesting and interactive. I was never bored, plus the concepts/principles and skills were ingrained and we got the chance to put them to use so we can continue to practice, learn and grow our skills.”

Melissa A Traynor, Training Participant.
You will learn to

- Identify and address unspoken, underlying interests and needs
- Skillfully handle touchy situations
- Acquire the techniques to effectively move the mediation process along
- Recognize and manage your own non-neutral feelings
- Craft long-lasting agreements
- Develop the knowledge and techniques of a skilled communicator

Basic Mediation Training

Course Overview

Through interactive, skill-building exercises, this curriculum provides the basic knowledge and skills needed to serve the community as a mediator.

♦ Conflict & the Role of the Mediator
♦ Communication Skills for Mediators
♦ Stages of Mediation – w/ Demonstration and Role Play

Practice of Each Stage:

- The Opening
- Information Sharing
- Defining Topics/Identifying Needs
- Generating & Evaluating Options
- Agreeing on Solutions & Writing Agreements
- Closing

♦ Cultural Considerations in Mediation
♦ Private Meetings or Caucusing Cautiously
♦ Ethics & Standards, including Confidentiality
♦ Case Development in Mediation
♦ Challenging Behavior and Special Situations

“The class was excellent and I have already recommended our agency send folks to future workshops. Other participants were highly enthusiastic and the trainers well versed at working together. Nice job!”

Doug Dettling, Human Resource Director, City of Medford

“This training was done so professionally. I can’t say enough good things about it or the presenters”

Amy Pollock, Employment Counselor, Job Council
Mary Miller has been a divorce and workplace mediator and trainer for over 20 years and was Mediation Works’ Executive Director for nearly 7 years. She has Advanced Practitioner status with the Association of Conflict Resolution and has presented at many international mediation conferences. She holds a Masters in Business Administration from Pace University and undergraduate degrees in psychology and social work from the University of Melbourne, Australia. Mary is known for her skill in grasping complex situations quickly, and for her clarity and objectivity in evaluating and assessing disputants’ differences. She believes that every day is an opportunity for us to improve our skills in negotiating and communicating in a way that is respectful of others while addressing the issues that divide us.

Fred Perloff has volunteered for Mediation Works since 1992. He serves as a senior mediator, trainer, and coach at Mediation Works, and as a mediation coach for Southern Oregon University. He has mediated hundreds of cases including civil mediations in the courts, family and community mediations, cases in the workplace, and victim and offender mediations. His particular passion is restorative justice. He co-developed Mediation Works’ Victim Assistance Youth Accountability program for youth offenders and their victims. He also volunteers for the Oregon Department of Correction on behalf of victims of serious and violent crime who want to have a dialogue with their incarcerated offenders. Fred has written an article on mediation that will be published in a forthcoming issue of the peer-reviewed journal *Conflict Resolution Quarterly*, entitled “Ken Wilber’s Integral Theory applied to Mediation.”

Ginger Rilling, Senior Program Director - Ginger has been on staff with Mediation Works for over 15 years. She pioneered the Schools Program, bringing Peer Mediation into every middle and many high schools in Jackson County over this period. She has been the Family Mediation Director and now coordinates all volunteer activities at Mediation Works. Ginger holds a degree in Holistic Health and has worked in the public sector for over 30 years. We have all benefited greatly from Ginger’s extraordinary wisdom and depth of knowledge and her skills in conflict resolution.

Brian Graunke is a seasoned trainer and mediator. Has been with Mediation Works since 2001 as a volunteer and joined the staff in July of 2009 as Director of Mediation Services. Brian is trained in domestic relations mediation and coaches for the SOU Conflict resolution course. He graduated with a Bachelors of Science in Paramedic Science from Central Washington University and worked in health care for 20 years. He is a member of Bear Creek Rotary Club. He has a wonderful wife, Kenna, and six rescue animals. Brian’s easy going style and affable presence puts people at ease across the mediation table.
Payment plans are available for interested participants

Credit cards and personal checks are accepted

Limited Partial Scholarships are available for new and current qualified volunteers who are willing to fulfill 200 hours of service for Mediation Works

Practicum and mentoring opportunities available

CEUs: Please contact us before the training about having this training count towards your required professional Continuing Education Credits

You can also register online at: www.mediation-works.org/pg16.cfm

Registration Form for the Fundamentals of Mediation Training: $595

January 7, 8, 9, 2010, from 8:30 am–5:00 pm & January 15, 16, 2010, from 8:00 am–5:00 pm

Print Name ____________________________________________
(Print name as you would like it to appear on your Certificate of Completion)

Address ________________________________ City __________ ST _____ Zip __________

Email __________________________________________

Best Phone to reach me: ____________________________ Other Phone: ____________________________
(Please indicate whether cell, home, work, etc.)

Enclosed is my/our check in the total amount of $ 595. Make Checks Payable to: Mediation Works

Bill my Visa ( ) MasterCard ( ) Name as shown on card: _______________________________

Card Number ________________________________ Expiration Date _________ Amt$__________

Signature: __________________________________________ Date: __________________________

Payment Plans ( ) I would like to talk to someone about payment plans. To reserve my place in the training, here is my deposit of $95.

Scholarship ( ) I am applying for a partial scholarship. To reserve my place in the training, here is my deposit of $95. Please send me a scholarship application.

How did you hear about this training? __________________________________________________________

Your First Name as you wish it to appear on your name tag.______________________________________

Mail your check and this registration form to: 33 North Central, # 219 Medford, Oregon 97501
The Mediation Works philosophy and training curriculum provided me with a new look at understanding, managing, and improving workplace and personal communication skills. I would highly recommend this unique experience for any manager who is interested in self-improvement.

Jim Ormand, President & CEO at Pathway Enterprises, Inc.

“This training has changed my notion about conflict resolution. Now I know of a process which truly does work—and it’s mediation.”

Adrienne Fitzgerald, Vocational Rehabilitation Counselor, State of Oregon.

Mediation Works’ Basic Mediation Training taught me techniques to creatively manage conflict. I found the skills I learned there to be invaluable in my work as a member of Ashland City Council. These skills help people to work collaboratively to find solutions that benefit all parties.

Susan Reid, Former Ashland City Councilor

As a result of this training, I have improved communication with my daughter and have been asking more effective questions with my clients.

Stacy Fountain, Child Welfare

As long as people live and work together, there will be conflict – it’s an inevitable part of being alive! Yet somehow we’ve picked up the message that conflict is bad. Mediation offers people a chance to experience the positive opportunity in conflict.

By working together through conflict, parties can find mutual solutions, enhance their relationships, and improve the quality of their lives. The reassuring and neutral attitude of mediators provides a powerful model for disputing parties, giving them a new, hopeful way of addressing conflict.