



Conflict Resolution and Basic Mediation Skills Training

Saturdays 9:30—4:30
October 9, 16, 23, 30 & November 13

In Santa Maria

If you are interested in being a volunteer mediator, in Small Claims Court, for neighborhood, parent/teen, or business disputes, **OR**

you are interested in **Restorative Justice** and becoming a mediator for victim/offender mediations or restorative Circle conferences **OR**

you want to improve your own abilities to communicate, negotiate and resolve conflicts more effectively

THIS IS THE COURSE FOR YOU



Community Building

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One Peace at a Time

Thanks to the Towbes Foundation we can offer partial scholarships to people who are interested in volunteering.

____ Enclosed is my registration fee of \$385

____ I am requesting a partial scholarship.
I can pay ____ \$100
____ \$150
____ \$200

COURSE OBJECTIVES:

- *Learn the art of neutral observation*
- *Speak to reduce defensiveness & Listen to understand underlying needs*
- *Understand the difference between positions and needs/interests*
- *Learn to defuse anger*
- *Learn the elements of conflict and your conflict style*
- *Learn and understand the theoretical foundation, objectives and stages of mediation process*
- *Develop abilities in problem definition*
- *Improve collaborative negotiation skills*
- *Learn and practice effective communication and conflict resolution skills within a mediation framework*
- *Learn the basics of the emerging new field of Restorative Justice*

This mediator training course provides those wishing to serve as mediators with the basic preparation necessary to meet the minimum requirements of the Dispute Resolution Programs Act, Bus & PC §465-471.5 and California Judicial Council



Early registration discount of \$50 if you register by 9/24/10

Name

Address

Home Phone

Work Phone

Email Address

Mail or Fax registration to:

Conflict Solutions Center

120 E. Jones St.
Santa Maria, CA 93454

805/349-8943 or 963-6765

Fax 805/349-8963

Questions? Please email info@cscsb.org to inquire **OR** visit our website: <http://www.cscsb.org>