



# Conflict Resolution and Basic Mediation Skills Training

*In Santa Maria*

**Saturdays 9:30—4:30**

**February 25, March 3, 17, 31 & April 14**

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**

**One Peace at a Time**

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

### *TRAINEES WILL LEARN:*

- *the art of neutral observation*
- *how to Speak to reduce defensiveness & Listen for underlying needs*
- *the elements of conflict and your conflict style*
- *the difference between positions and needs/interests*
- *how to defuse anger*
- *how to break down conflicts into resolvable pieces*
- *how to negotiate collaboratively*
- *the theoretical foundation, objectives and stages of mediation process*
- *effective communication and conflict resolution skills within a mediation framework*
- *the basics of the emerging new field of Restorative Justice*

The full course meets Basic Training requirements for: Community Mediation volunteers; and California Superior Court mediation panels as per the Dispute Resolution Programs Act, Bus & PC §465-471.5



Early registration discount of \$60 if you register for entire course by 2/6/11

\_\_\_\_ Enclosed is my registration fee of \$100 for the 2/25 course

\_\_\_\_ Enclosed is my registration fee of \$100 for the 3/3 course

\_\_\_\_ Enclosed is my registration fee of \$385 for the entire course

**Questions?** Please email [info@cscsb.org](mailto:info@cscsb.org) to inquire **OR** call 349-8943

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Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Home Phone

\_\_\_\_\_  
Work Phone

\_\_\_\_\_  
Email Address

<http://www.cscsb.org>

**Mail or Fax registration to:**

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Santa Maria, CA 93454  
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Fax 805/349-8963