

We are pleased to offer two course options in



# Mediation and Conflict Management

## Beginning Level Mediation Training (5 day class)

Aug. 31, Sept. 1, 14, 15 & 16, 2010

8:30 AM – 4:30 PM

### **Mediation Is . . .**

a powerful, effective method for solving problems, resolving disputes, understanding differences, and enhancing communication and trust.

### **Mediation Training . . .**

defines a way of looking at differences and their resolution that values diverse points-of-view and appreciates the opportunities involved in human cooperation and creativity.

### **The Course . . .**

is an intensive, hands-on class that will familiarize participants with the process and practice of mediation and give a working understanding of the alternative dispute resolution continuum.

We emphasize the mediation skills of reflective listening, clarifying through restatement, acknowledging, questioning, reframing, issue clarification, de-escalating emotions and others.

*Students will practice in small groups with the help of skilled mediator coaches.*

### **Additional Topics Covered Include:**

- \* early recognition and intervention
- \* interest-based negotiating
- \* resolving power struggles and impasses
- \* dealing with cultural, gender and other differences
- \* learning the art of objectivity
- \* writing agreements that last
- \* managing challenging behaviors
- \* applying these skills in daily life

## Conflict Management Skills (2 day class)

Aug. 31 and Sept. 1 2010 only; 8:30 AM – 4:30 PM

*Participate for two days only to learn and practice conflict management skills and techniques. This class will provide what you need to increase awareness of personal “triggers,” enhance interpersonal communication, de-escalate tensions, understand “win/win” negotiating and learn about alternative dispute resolution options*

**Instructor: Cynthia Olson**, former Director of The Albuquerque Mediation Center and an internationally recognized mediator, educator and consultant will be lead instructor.

*Cynthia Olson & Associates, LLC, “Teaching peaceful co-existence in the real world.”*

**TO REGISTER:**

**Customized Training Program and Workforce Development**

2345 E. Nevada Avenue, Las Cruces, NM 88001

575 527-7776 or toll-free 888 827-7776

FAX: 575 647-0787 • EMAIL: [ctp@nmsu.edu](mailto:ctp@nmsu.edu)



# Mediation is...

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## A Powerful, Effective Method for

- Solving Problems & Resolving Disputes
- Increasing Productivity, Reducing Stress
- Understanding Differences
- Enhancing Communication & Trust

## Registration Form

<b>Register me for:</b>	<b>COST</b>
<input type="checkbox"/> Conflict Mgmt. 8/31-9/1 <b>ONLY</b>	\$225
<input type="checkbox"/> Beg. Mediation 8/31 & 9/1, 14, 15, 16	\$575



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**Cynthia Olson** is an internationally known mediator, educator and consultant. With over 20 years of experience, her classes are in demand by clients who value excellence. As there are no official standards for certifying, licensing or regulating mediators, not all mediation education is equal! **Mediation Certification** through Cynthia Olson & Associates, LLC is widely respected by federal and state government agencies as well as private industry.

Name	
Organization	
Mail Address	
Day Phone	Eve Phone
Email	
Special Needs?	

### **Method of Payment:**

- Check
- Credit Card (Visa, MasterCard or Discover)
- Purchase Order (Attach copy)

Upon registration you will receive an e-mail confirmation.

***Class size is limited, register today!***