

The Dispute Resolution Center of West Michigan

Offers SCAO-Approved 40-hour

General Civil Mediator Training

May 28-30, June 4-6, 2014

8:30 a.m.—4:30 p.m. (last day 8:30 a.m.—1:30 p.m.)*

Kent County Courthouse, Grand Rapids

Cost: \$795 (save \$20 if paid by check)

"One of the most enjoyable and informative trainings I've ever attended."

Mitch Ronco, Director of Legislative Affairs, Ypside.com.

"Fabulous training! I never knew there was so much involved in mediation. Anne does an awesome job." Hon. Paula Manderfield, Ingham Circuit Court.

"An absolutely fantastic experience that will help me as an advocate and a mediator." Mark Hills, attorney, Varnum.

Gain the knowledge and skills to become a trained mediator. Discover techniques you can apply to resolve conflict professionally and personally.

Learn how to:

- Listen effectively
- Ask the right kinds of questions
- Deal with difficult behavior
- Help parties get beyond impasse to achieve satisfying resolutions

Lead trainer, **Ms. Anne Bachle Fifer**, is an experienced, SCAO-approved mediator. She uses a combination of lecture, role play, and interactive exercises to make the training an energizing and rewarding event. Training participants will be coached in role plays by a team of experienced mediators.

To register:

Visit www.drcwm.org to print the registration form.

Mail your completed form and check to:

Dispute Resolution Center
678 Front Ave NW Ste 250
Grand Rapids MI 49504-5368

*A completed registration form and a \$200 (non-refundable) deposit are due by May 1, 2014.

*Full balance is due by May 15, 2014.

*Must attend all 40 hours to receive a certificate of completion

CLASS SIZE IS LIMITED!!!



Questions? Contact Us

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www.drcwm.org