



RESOLUTION SERVICES CENTER

40

HOUR

General Civil Mediation Training
February 20 & 27; March 6, 13 & 20, 2015
8:30am – 5:30pm

Learn to mediate at an affordable rate
\$650.00 per person

Benefits

- Learn how to become an approved mediator in Michigan
- Enhance your skills in resolving conflict and upgrade your resume
- Class size is limited allowing for personal coaching
- Experienced trainers are approved by the State Court Administrative Office
- Training is highly interactive
- Receive a comprehensive mediation manual and a mediation handbook
- Be coached in role plays by an experienced mediator

Topics

- Understanding and using the difference between interests and positions
- Using empathy to resolve conflict
- Maintaining neutrality
- Reframing the words of conflict
- Facilitating a group process
- Developing an agenda for difficult discussions
- Techniques to generate movement toward resolution
- Writing an agreement to resolve the dispute and more!

LOCATION:

Resolution Services Center
516 S. Creyts (Office Park West)
Lansing, MI 48917

TO REGISTER, submit payment & completed registration form by mail to 516 S. Creyts, Suite A, Lansing, MI 48917, by fax to 517-485-1183, or by email to mediate@rscm.org. To request a registration form call 517.485.2274. This class is limited to 10 participants.



**RESOLUTION
SERVICES CENTER**

**REGISTRATION FORM
2.411 GENERAL CIVIL MEDIATION TRAINING**

February 20 & 27; March 6, 13 & 20, 2015

8:30am – 5:30pm

Resolution Services Center
516 S. Creyts (Office Park West)
Lansing, MI 48917

Total cost for this training is \$650.00. Please complete the form below and return it with your payment to Resolution Services Center of Central Michigan, S. 516 Creyts Rd., Suite A, Lansing, MI 48917. For more information or to register by phone, contact 517.485.2274

Name: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____ County: _____

Telephone Day: _____ Evening: _____

Occupation: _____

Check made payable to Resolution Services Center of Central Michigan in the amount of \$650.00 enclosed.

Credit Card, Information Below

I authorize \$ _____ be charged to the account listed below:

Card Number _____ Exp. Date _____ Billing Zip Code _____

Signature _____ Date _____

Class size is limited and will be filled on a first-come, first-served basis. Your seat will be reserved once payment is received. Resolution Services Center of Central Michigan reserves the right to retain \$100.00 for any cancellations made before February 1, 2015. Refunds after that time will be made only for good cause and at the discretion of the Center. Full refunds will be made if the training is cancelled for any reason.