



RESOLUTION SERVICES CENTER

40

HOUR

**General Civil Mediation Training
October 2, 8, 9, 29 and 30, 2014
8:30am – 5:30pm**

**Learn to mediate at an affordable rate
\$530 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

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 towards 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.



REGISTRATION FORM 2.411 GENERAL CIVIL MEDIATION TRAINING

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

Please complete the form below and return it with your payment to Resolution Services Center of Central Michigan, 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 \$530.00 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 \$75.00 for any cancellations made before September 1, 2014. 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.