RESOLUTION SERVICES CENTER

**40 HOUR**

# General Civil Mediation Training
# September 29 & October 6, 13, 20 & 27, 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@rsccm.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

## September 29 & October 6, 13, 20 & 27, 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 August 15, 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.**