



Spring 2010 • March 19, 20, 22, 25 and 26

## *Hands-on skill development for responding to conflict*

Mediation is increasingly a preferred choice for resolving conflict, an alternative to litigation, violence, and avoidance...not just in the courts, but also in workplaces, families, schools, and communities.

*Sponsored by:*



**Community Dispute  
Settlement Center**

A NON-PROFIT MEDIATION  
AND TRAINING CENTER

*Established in 1979*

60 Gore Street, Cambridge, MA 02141  
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[www.communitydispute.org](http://www.communitydispute.org)

# Mediation Training

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## **This 33-hour training is for you, if you are interested in:**

- incorporating new skills into your current work
- making a shift in your professional role

## **Mediation Training:**

This training provides hands-on skill development, combining role plays, exercises and presentations. It meets the statutory requirements for mediator confidentiality related to the Massachusetts General Laws, Chapter 233, Section 23C and can be the first step toward certification under Rule 8: SJC Rules on Dispute Resolution.

## **Why choose CDSC:**

- 30 years' experience in ADR
- successful track record: over 800 people trained
- dynamic team of trainers, together for over a decade
- reasonably priced, in synch with Center's mission of affordable accessibility

## **Who should attend:**

- attorneys
- human resource specialists
- educators
- mental health clinicians
- business professionals

## **About our training team:**

**Gail S. Packer** has been Executive Director of the Community Dispute Settlement Center since 1988. With a background in clinical social work, she spent more than 10 years mediating divorce and child custody cases in the Probate and Family Courts. An experienced mediator and trainer, Gail has trained hundreds of mediators, and provided ADR and conflict resolution services for groups as diverse as the Massachusetts Housing Court, Cambridge Police, Digital Equipment Corp. and Boston Streetworkers.

**Jeanne Cleary**, a psychotherapist and mediator in private practice, has over 25 years of experience in clinical and court-based work with families in the process of divorce. She has designed trainings and courses for high schools, religious groups, and colleges including UMass/Boston and Boston University.

**Art Stewart** is a mediator and trainer with over 20 years' experience. Former Coordinator of Mediation with the Massachusetts Department of Education for 13 years, he is currently coordinating the mediation program for the Virginia Department of Education. Art is a pioneer and innovator in the field of dispute resolution, having trained and facilitated in nineteen states and Canada.

*Also in attendance will be other trainers as role play coaches.*

## **When:**

Friday, March 19th @ 9:30am–5:00pm  
Saturday, March 20th @ 9:30am–5:00pm  
Monday, March 22nd @ 4:30pm–7:30pm  
Thursday, March 25th @ 9:30am–5:00pm  
Friday, March 26th @ 9:30am–5:00pm

**Where:** CDSC, 60 Gore Street, East Cambridge (near Lechmere T, Galleria, courthouses).

**Cost:** \$695 (\$650 if registration recvd. by Feb. 19th)

## **Enrollment:**

In the case of financial hardship, please contact CDSC at 617-876-5376. Tuition assistance may be available on a limited basis.

Approved for 31 CEU's for licensed social workers.

**ENROLL EARLY!** Limited to 24. Registrants who cancel before March 1st will receive a full refund. Later cancellations will be refunded only if space is filled.

★ **On-site training available for groups of 10 or more.**

## **For more info, contact CDSC:**

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*Established in 1979, the Community Dispute Settlement Center (CDSC), is a private, not-for-profit mediation service dedicated to providing an alternative and affordable forum for resolving conflict. CDSC provides training programs in mediation and conflict management to individuals and organizations. CDSC depends on grants, nominal client fees, and the generosity of individuals and corporations to continue providing high-quality mediation services to the community.*

## Recent Raves:

"Excellent in every way—one of the best courses I have attended. After taking this class, I'm even more interested in pursuing this field."  
— LAWYER

"I feel like you created a powerful learning community and that you've been very intentional about establishing that."  
— HUMAN RESOURCE SPECIALIST

"I leave here energized, stimulated—I'm challenged and I love it!"  
— EDUCATOR

"This has been my first training/learning venture away from the area of education...I've learned more about my own students in these 30 hours than I have in the past—but so much more about myself than I would ever have believed! How exciting to be learning for myself and not for a curriculum area—wonderful."  
— TEACHER

"It's a great class I would recommend to anyone interested. I learned skills that I'll apply immediately."  
— SALES MANAGER

"This has exceeded my expectations in terms of how absorbed I'd be throughout the training. You are all very clear in your presentations and feedback. I love the supportive environment."  
— SOCIAL WORKER

"All instructors are well-versed and knowledgeable."  
— COUNSELOR

"Your presentation skills were fabulous and really were excellent illustrators of mediation."  
— LAWYER

## Registration form

Please attach a brief paragraph about your background and interest in mediation. Thank you.

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: day \_\_\_\_\_ eve. \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Professional Affiliation: \_\_\_\_\_  
Prior Mediation/Training Experience: \_\_\_\_\_  
Amount Enclosed: \$ \_\_\_\_\_  Payment by credit card: \_\_\_MC \_\_\_Visa  
Sig: \_\_\_\_\_ Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Please detach and mail to:

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