



Fall 2010 • November 12, 13, 15, 18 and 19

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
Tel. 617-876-5376 • Fax: 617-876-6663
E-mail: cdscinfo@communitydispute.org
www.communitydispute.org

Mediation Training

Mediation Training

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 provided trainings for a broad range of organizations and groups such as human resources professionals, college residential life RA's and staff, eldercare providers, and homeless shelter residents.

Jeanne Cleary has been facilitating difficult and transformative conversations for over 25 years in numerous settings. In her private practice in Watertown, MA, Jeanne provides relational and couple psychotherapy, mediation, conflict engagement strategies and facilitated retreats for corporate, religious, non-profit and educational organizations. Jeanne is an adjunct faculty at UMass Boston Graduate School of Dispute Resolution.

Doug Thompson is a Senior Mediator with The Keystone Center, where he specializes in environmental protection dispute resolution and management. Previously, he had worked for over 25 years with the US Environmental Protection Agency and its dispute resolution program. Doug has mediated extensively in the MA court system and is an adjunct faculty member of the UMass Graduate Program in Dispute Resolution.

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

When:

Friday, November 12th @ 9:30am–5:00pm
Saturday, November 13th @ 9:30am–5:00pm
Monday, November 15th @ 4:30pm–7:30pm
Thursday, November 18th @ 9:30am–5:00pm
Friday, November 19th @ 9:30am–5:00pm

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

Cost: \$695 (\$650 if registration recvd. by Oct. 1st)

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 October 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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