

REGISTRATION FORM:

Name: _____

Occupation: _____

Organization: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____

Email: _____

I am registering for the following course:

_____ *August 13, 2019*
Enclosed is my training fee.

_____ *Please send me information*
on future courses.

Class size is limited.
Early registration is encouraged.

Send to:
Iowa Mediation Service
1441—29th Street, Suite 120
West Des Moines, IA 50266
Ph. 515-331-8081
kathy@iowamediationservice.com

The Value of Mediation...

Resolving conflicts is a goal most of us have. However, it is not always easy. Often there are many issues which must be addressed, regardless of the context of the conflict. Roles, rights, responsibilities and relationships need to be realigned and issues must be resolved in order to allow parties to move beyond the conflict.

Mediation offers people the tools they need to maintain control over decisions in their lives. Mediation encourages cooperation and participation of all parties in making the decisions that affect their lives, families, careers, and future. As a result, agreements are more inclusive and more likely to be honored by all parties.

Who Should Attend...

Experienced mediators who wish to review basic mediation skills as they explore ways to enhance current techniques and strategies should consider attending this training!

In this Course You Will Learn...

- How to identify the causes of conflict and how to develop advanced skills needed to handle elements of complex mediation cases.
- How to recognize power imbalance and to assist parties in finding their own power.
- How to recognize and respond to ethical dilemmas that arise in mediation.



**ADVANCED
MEDIATION SKILLS
TRAINING**



August 13, 2019

West Des Moines, Iowa

Presented by:

Iowa Mediation Service, Inc.
1441—29th Street, Suite 120
West Des Moines, IA 50266

Phone 515-331-8081
www.iowamediationservice.com

Previous IMS trainee comments:

"You guys nailed it! Very practical & useful."

South Dakota Ag Mediator

"Great balance—I really liked the flexibility to go with the teachable moments!"

Organizational & Professional Development Professional

The Course...

This one-day training is designed to provide advanced mediation skills to experienced mediators. The training focuses on the philosophy of mediation, advanced mediation skills/techniques, communication, de-escalation of emotionally charged situations, power dynamics and ethical considerations.

The class will move participants beyond basic mediation skills and techniques. IMS staff will utilize their many years of mediation experience to explore the possibilities which exist within complex cases.

The course provides 8.0 hours of advanced mediation skills training.

Approved for 8.0 total hours Continuing Legal Education (CLE) with 1.0 Ethics hour approved

CLE Activity Number 325162.

Course Outline...

Specific issues to be covered include:

- The Philosophy of Mediation and the Spectrum of Approaches
- Communication Preferences and Stylistic Differences
- De-escalation of Emotionally Charged Situations
- Advanced Mediation Techniques and Combining Techniques
- Power Imbalance and the Need for Empowerment
- Ethical Considerations / Best Practices. Written Guidelines and discussion of Ethical Issues in Mediation

LOCATION DETAILS

Iowa Mediation Service

1441—29th Street, Suite 120

West Des Moines, IA 50265

Phone: 515-331-8081

Please inform our staff of any special needs or dietary restrictions.

Our building has plenty of free on-site parking and is handicap accessible.



Trainers...

The lead trainer will be Kiley Fleming, M.S., PHR, SHRM—CP, Executive Director of IMS.

Kiley will be joined by the IMS staff, all of whom have extensive mediation & training experience and can give participants individual attention and feedback.

Fees & Arrangements...

The course schedule is:

Tuesday, August 13, 2019

8:30am to 5:00pm

Location:

Iowa Mediation Service,
1441— 29th Street, Suite 120, West Des Moines

Training Fee:

The cost is \$275.00. This includes training materials, lunch and refreshments.

A **\$25.00 discount** is available if registration & payment is received by July 23, 2019.

Registration Contact: Kathy Hall

kathy@iowamediationservice.com