

REGISTRATION FORM:

Name: _____

Occupation: _____

Organization: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____

Email: _____

I am registering for the following course:

_____ *September 16, 17, 18, 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.

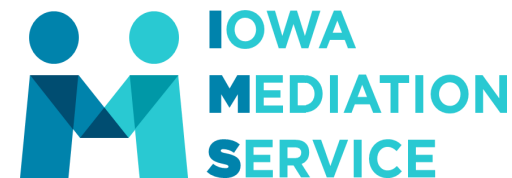
Who Should Attend...

Individuals who want to learn the basic theory and skills necessary to formally practice mediation as an expansion of their present work, and for those who desire to understand how mediation strategies, negotiation skills, and problem-solving techniques might be effectively integrated into their personal and professional lives.

In this Course You Will Learn. . .

The practical skills, strategies, and techniques necessary for successful mediation.

- How to identify the causes of conflict and how to develop the tools needed to handle elements of a conflict.
- How to handle power disparities and help parties recognize their power.
- How to consider the place of mediation within the legal system and how to respond to ethical dilemmas that arise in mediation.



INTRODUCTORY MEDIATION TRAINING



September 16, 17, 18, 2019

Des Moines, Iowa

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

Phone 515-331-8081
www.iowamediationservice.com

Previous 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

"I really liked the balance between lecture, video, demonstration and role play."

Attorney



The Course...

The 32-hour course is designed to teach the mediation process as utilized by the Iowa Mediation Service (IMS). The training focuses on mediation, the role of the mediator, and the techniques of negotiation.

This class will introduce the participants to the subject of conflict resolution and the process of mediation. To prepare individuals to become mediators, the training will teach the necessary skills and strategies, as well as help participants develop their personal style.

The training program includes lectures, video presentations, structured exercises, role-playing and self-study activities.

Course Outline...

Specific issues to be covered include:

- Overview and introduction to conflict resolution: negotiation; mediation; arbitration; & adjudication
- Conflict styles, skills, strategies and techniques
- How to structure the process and control mediator bias
- Negotiation and settlement strategies: analyzing the dispute
- The use of experts and advocates in mediation
- Ethical issues, including confidentiality
- Handling impasses and power disparities
- Decision-making in mediation

This training is approved for 19.5 hours and 1.0 hour ethics Continuing Legal Education (CLE).

This training is approved by NASW-Iowa Chapter for 24.0 hours Social Work and Behavioral Sciences CEUs.



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:

Sept. 16, 17, 18, 2019 8:30am to 5:00pm
Independent study to follow classroom time.

Training Fee:

The cost is \$1000.00. This includes the manual, training materials, lunches and refreshments.

A **10% discount** is available if registration & payment is received by Sept. 1, 2019.

Registration Contact:

Kathy Hall
kathy@iowamediationservice.com
515-331-8081