

**COURSE INFORMATION:**

**Dates and Time:**

February 3-4 & 10-11, 2018  
8:30 am – 5:00 pm  
Break for lunch  
Total Hours: 32

**Textbook:**

**Mediating Interpersonal Conflict**

ECR’s training manual, and all other materials are provided

**Trainer:**

Bob Gross, Mediator and Trainer,  
Former ECR Executive Director

**Location:**

Manchester University  
1204 East Street  
N. Manchester, IN 46962

**Individual Cost: \$375**  
**MU Faculty and Staff: \$250**  
**MU students: \$ 40**  
**Scholarships available**

**10% discount if payment included with registration by January 20, 2018**  
**Final deadline: February 1, 2018**

**ECR offers on-site training for schools, businesses, organizations or congregations.**

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**ECR Contact Information**

**Phone: 260-982-4621**  
**Email: info@workitout.org**  
**Website: WorkItOut.org**  
**Like us on Facebook**

**SESSION TOPICS:**

**Session 1**

Introduction and Overview of Training  
Introduction to Community Mediation  
Demonstration of Mediation Process

**Session 2**

Understanding Conflict  
Dialogue vs. Debate  
Communication Skills for Mediators I

**Session 3**

The Mediation Process: Step-by-Step  
Disputants and Mediators: Role Requirements  
1st Mediation Practice

**Session 4**

Communication Skills for Mediators II  
Mediator Evaluation Forms  
2nd Mediation Practice

**Session 5**

Positions vs. Interests  
Analyzing Conflict  
3rd Mediation Practice

**Session 6**

Emotions and Conflict  
Negotiation  
4th Mediation Practice

**Session 7**

Balance of Power  
Caucus in Mediation  
5th Mediation Practice

**Session 8**

Diversity and Mediation  
Ethical and Competency Standards  
6th Mediation Practice

**Please return this form by January 20, if you send payment, you receive a 10% discount.**  
**Final deadline: 2/1/18:**

**EDUCATION FOR CONFLICT RESOLUTION, INC., PO BOX 275, NORTH MANCHESTER, IN 46962 or**  
**Email your information to ECR at info@workitout.org**

Name \_\_\_\_\_ Email Address \_\_\_\_\_  
Address \_\_\_\_\_  
Home phone \_\_\_\_\_ cell phone \_\_\_\_\_  
*Please send information on this workshop to:*  
Name \_\_\_\_\_ Email Address \_\_\_\_\_  
Address \_\_\_\_\_

## MIC Course Objectives

- To understand one's own personal communication style and the styles of others in order to better manage oneself at work and bring out the best in others.
- To learn and practice advanced communication skills.
- To understand the dynamics of conflict and how those dynamics affect the work environment.
- To learn and practice negotiation skills.
- To discuss application and transference of conflict transformation skills — communication, negotiation and mediation— to the work environment.
- To become skillful in the implementation of a simple mediation process.

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Education for Conflict Resolution, Inc, is a nonprofit mediation and training center promoting conflict resolution in the schools, organizations, businesses and communities of Indiana.

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# MEDIATING INTERPERSONAL CONFLICT

**2 Weekends:  
Feb. 3-4 &  
10-11  
2018  
8:30 am– 5:00 pm**

**!! Become a  
Skillful and ECR Certified  
Mediator !!**

## From Past Participants

*"This is one of the best trainings I've ever attended. It was well planned, had variety, kept moving, and was interesting."*

*"I'm amazed how much I learned in such a short time."*



*"Different, diverse, and interesting approaches to apply to conflicts. There are opportunities to use this training on a daily basis."*

*"The presenter's skills were superb! Reassuring, positive, handled sensitive issues with informed delicacy."*

*"Terrific handbook and resources."*

*"I recognized the high level of skill, competence, experience, professionalism and commitment shown by the training staff. Congratulations on a well-presented workshop."*

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