

**COURSE INFORMATION:**

**Dates and Time:**

February 2-3, 9-10, 2019

9:00 am – 5:00 pm

Break for lunch (on your own)

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:**

Academic Center, Manchester University  
1204 East Street  
N. Manchester, IN 46962

**Individual/Professional Cost: \$375**

**MU Faculty and Staff: \$250**

**MU students: \$40\***

\*may qualify for a \$20 scholarship from the Peace Studies Institute; please contact Zander Willoughby [[ZEWilloughby@manchester.edu](mailto:ZEWilloughby@manchester.edu)] for more information.

**10% discount if payment included with registration by January 25, 2019**

**Final deadline: January 31, 2019**

**No Refunds after January 28, 2019**

To pay online, please use this link:

[link.manchester.edu/MediationTraining2019](http://link.manchester.edu/MediationTraining2019)

**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

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**ECR Contact Information**

**Phone: 260-982-4621**

**Email: [info@workitout.org](mailto:info@workitout.org)**

**Website: [WorkItOut.org](http://WorkItOut.org)**

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Please return this form by January 25, if you send payment, you receive a 10% discount.

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Email your information to: ECR at [info@workitout.org](mailto:info@workitout.org)

Or Mail to: Education for Conflict Resolution, PO BOX 275, North Manchester, IN 46962

Name \_\_\_\_\_

Email Address \_\_\_\_\_

Address \_\_\_\_\_

Preferred phone # \_\_\_\_\_

## 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. 2-3 &**

**9-10**

**2019**

**9:00 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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