

MEDIATION WORKS INCORPORATED
dispute resolution services and training since 1994

presents a basic forty-hour

MEDIATION TRAINING

A comprehensive “hands-on” skill building training program designed to prepare participants to become effective mediators.

**SUFFOLK UNIVERSITY
LAW SCHOOL**

BOSTON, MA

March 2010

(Weekend and Weeknight Schedule)

MEDIATION WORKS INCORPORATED

PHONE: 800-348-4888
617-973-9739

E-MAIL: mwi@mwi.org

FAX: 617-973-9532

WEB: www.mwi.org



MWI will also be holding an “Executive Mediation Training Program” in Boston May 10-14, 2010. This program is available to participants who prefer a consecutive five-day program. Please visit www.mwi.org or call **800-348-4888** with questions and to request a brochure.

MEDIATION WORKS INCORPORATED

800-348-4888 / www.mwi.org

Boston, MA 02109-1632

4 Faneuil Hall - Fourth Floor

MWI'S MARCH 2010 FORTY-HOUR MEDIATION TRAINING REGISTRATION FORM

NAME _____

ADDRESS _____

PHONE / FAX / E-MAIL _____

Please mail this form with a refundable \$300 deposit. Refunds will be made at your request up to 15 days prior to the start of the program. Tuition balance is due one week before the start of the program. To register by credit card, please complete the form below. Please attach a resume and/or short bio with your registration. Notification about your acceptance into the training will be mailed one month prior to the start of the program. MWI reserves the right to cancel this program for any reason. Applications and deposits should be sent and made out to:

Mediation Works Incorporated
4 Faneuil Hall – Fourth Floor Boston, MA 02109-1632



You can also register at MWI's secure web page at <<https://www.mwi.org/training/register.htm>>

(circle card type) CC# _____ exp. date _____ Signature _____

PROGRAM OVERVIEW

MWI's March 2010 Forty-Hour Mediation Training Program is designed to prepare participants to effectively facilitate the mediation process. The program explores all aspects of mediation through lectures, demonstrations, interactive exercises, supervised role-plays and group discussions.

TOPICS TO BE COVERED

- ✓ An overview of mediation and other ADR (Alternative Dispute Resolution) methods; conflict styles and problem solving; mediation as "assisted negotiation;"
- ✓ The role and skills of a mediator including: setting the stage, assisting parties to define an agenda and identify interests, facilitating option generation, questioning skills, interactive listening skills, settlement strategies, reality testing and agreement writing;
- ✓ Ethical duties and dilemmas facing mediators; dealing with challenging personalities; mediator confidentiality and liability.

LOCATION

Suffolk University Law School
120 Tremont Street, Boston, MA 02108

Suffolk University Law School is accessible by the "T" on the red, green and is accessible via the blue and orange lines and by car from Routes 90 and 93. Discounted parking is available for \$6 per weeknight and weekend day.

Please call the MWI office at **800-348-4888** or visit **www.mwi.org** for more information about the training program.

PARTICIPANTS WILL RECEIVE

40-hours of mediation training: Including multiple opportunities for each participant to mediate with supervision (total of ten role-plays).

Certificate of Completion: In accordance with M.G.L. chapter 233 section 23C (MA Confidentiality Statute).

Mediation Manual and Resources: A complete guide to mediation including reference materials and a bibliography. Information on state and national dispute resolution organizations.

Continuing Education Hours: This program has been approved for over 35 hours of Category I CEUs for relicensure with NASW *and* with MMCEP for LMHCs. Please inquire about CLEs for attorneys.

Post-Training Opportunities to Mediate: *see below*

PROGRAM SCHEDULE

March 2010 (*participants must attend all sessions below*)

- Wednesday evening, March 10, 2010 *and* Wednesday evening, March 17, 2010 *and* Wednesday evening, March 24, 2010
5:00 PM to 9:00 PM each evening
- Saturday and Sunday, March 13 and 14, 2010 *and* Saturday and Sunday, March 27 and 28, 2010
8:30 AM to 4:30 PM each day

*Unable to attend the program in March? MWI will hold a another weekend mediation training program **July 7, 10, 11, 14, 21, 24, 25, 2010** – please call 800-348-3888 or visit www.mwi.org for information and a brochure.*

REGISTRATION and COST

Tuition is \$775 (or \$725 if registered by February 10, 2010). All major credit cards are accepted. Please see details on the registration form. Space is limited to 26 participants.

Post-Training Mediation Opportunities: Following successful completion of MWI's Mediation Training, MWI offers trainees opportunities to gain experience mediating actual cases in Massachusetts District and Municipal Courts. For more information please contact Josh Hoch, Director of Mediation Services at 617-973-9739 x23 or jhoch@mwi.org.

TRAINERS

Charles "Chuck" Doran is a mediator, ombudsman, and the executive director of Mediation Works Incorporated. A mediator since 1992, he is a member of the CPR Dispute Resolution Panel of Distinguished Neutrals, the Equal Employment Opportunity Commission (EEOC), the Massachusetts Commission Against Discrimination (MCAD), Mediation Works Incorporated (MWI), the Financial Industry Regulatory Authority (FINRA) Dispute Resolution Panel, the Harvard Mediation Program and the United States Postal Service REDRESS I and REDRESS II Mediation Panels. Chuck is an arbitrator with the Massachusetts Bar Association, and was a member and the Qualifications Committee chair of the Massachusetts Supreme Judicial Court Standing Committee on Dispute Resolution. He is a past president of the Association for Conflict Resolution, New England Chapter.

Diane Levin is a mediator, trainer, consultant and attorney. Diane has conducted mediations in court and non-court settings in disputes involving divorce, family, elder care, workplace, community, real estate, insurance, and consumer issues and claims, and serves on the Boston Bar Association's Boston Municipal Court mediation panel. She is a former member of the board of directors of the Association for Conflict Resolution's New England Chapter and a former member of the Massachusetts Trial Court Standing Committee on Dispute Resolution. She is also the publisher of an electronic serial, MediationChannel.com, which provides news and commentary on mediation and conflict resolution and is the first regularly published woman-owned alternative dispute resolution weblog in the U.S.

Also in attendance will be trainers and role-play coaches from the business, court and academic mediation communities.



Mediation Works Incorporated (MWI) is dedicated to providing innovative dispute resolution services and training to clients seeking to resolve difficult disputes.

For more information about MWI's dispute resolution services and negotiation and advanced mediation programs, please call 800-348-4888 or visit MWI's web site <www.mwi.org>.



MWI is funded by the Massachusetts and Boston Bar Foundations.