



# 40 Hour General Civil Mediator Training

A mediator is a neutral third party who can help people in conflict find solutions and come to agreement. Mediators learn skills which can be used in personal relationships and professional situations. Participants will learn:

- Different kinds of conflict
- Getting past: "you're wrong...I'm right"
- Effective listening and recognizing non-verbal communication
- Balancing power
- Using neutral language to express different points of view
- Cultural and gender issues in mediation
- Dealing with strong emotions
- Finding "win-win" solutions
- Writing agreements that work
- How to become a volunteer mediator

\*Participants must attend all days in order to receive certificate

## WHEN:

### Week 1 // April 17-19, 2020

April 17 & 18 from 8:30 AM - 5:30 PM

April 19 from 1:00 PM - 5:00 PM.

### Week 2 // April 24-26, 2020

April 24 & April 25 from 8:30 AM - 5:30 PM

April 26 from 1:00 PM - 5:00 PM

## WHERE:

Washtenaw Learning Resource Center  
4135 Washtenaw Ave  
Ann Arbor, MI 48108  
(Huron Room)

## COST:

**\$995**

## Register online at:

[thedisputeresolutioncenter.org  
/events/mediator-trainings](http://thedisputeresolutioncenter.org/events/mediator-trainings)

For more info or to inquire about payment arrangements, contact Germaine Smith, [smithger@washtenaw.org](mailto:smithger@washtenaw.org) or 734-794-2125

Mail Check, money order, or cash payments to: The Dispute Resolution Center  
4133 Washtenaw Avenue, Suite B125, P.O. Box 8645, Ann Arbor, MI 48107

