

COMMUNITY BOARDS

San Francisco Conflict Resolution Center

THE BASICS OF MEDIATION

SPRING 2024: April 21-22 & 27-28 | Two Consecutive Weekends
40 hours | Live Interactive Zoom Training | 9:30 am - 6:00 pm PDT

>> Enhance & Increase Your Professional Skill Sets <<
>> Earn Your Certificate in Mediation <<



The Basics of Mediation is a live, interactive training on Zoom that introduces core conflict resolution skills in a training designed for professionals, community organizers, and the general public -- especially those interested in expanding their professional and personal skill sets.

Basics is perfect for supervisors, work team leaders, HR professionals, attorneys, ombuds, social workers, and office managers. It introduces and reinforces the skills critical for effective conflict resolution: clear communication, problem-solving, constructive engagement, mediation, and managing negotiations. The ultimate goal of the training is for people to discover, practice, and refine their own conflict resolution styles.

As a Zoom training, **Basics** is a highly engaging mix of discussion, role play, and coaching that builds participants' skills step-by-step, and gives them the framework, practice, and confidence to mediate disputes. Participants get access to supplemental training videos on YouTube and additional reading materials. Coached role-play practices are held in breakout rooms with immediate feedback and guidance. Each day is designed to be fun and engaging to maximize learning.

Take **Basics** and you'll learn the knowledge, skills, techniques, and strategies needed to handle a broad range of disputes. Training topics include:

- Employing effective communication
- De-escalating anger
- Dealing with strong emotions
- Addressing diversity issues
- Drafting win-win agreements
- And much, much more!

Basics meets the requirements for most California Trial Courts' various mediation programs, and fulfills the education and training requirements of California's Dispute Resolution Program Act (DRPA).

Tuition

- **CB Members:** Early Bird, **\$1045** / After Apr 5, **\$1045**
- **General Public:** Early Bird, **\$1095** / After Apr 5, **\$1195**
- **Nonprofit:** \$795*
- **Scholarships:** Full and partial scholarships are available.*

* Please email Sarah Moss, smoss@communityboards.org, for more information.