



**What some of our recent participants have had to say about the training:**

*"You can use these skills in everyday life"*

*"The training will be very useful professionally in the workforce"*

*"If anything, you'll learn new life skills"*

*"Mediation is a great skill to learn to help deal with situations in everyday life"*

*"Great instructor, facility, coaches... I'll come back for more training soon"*

*"If you listen carefully and pay attention closely, this training program can be a life changing experience"*

*"These skills will be useful in all aspects of your life... both personally and professionally"*

# SCAO APPROVED MEDIATOR TRAINING

## 40-HOUR GENERAL CIVIL MEDIATOR TRAINING

This training is designed to teach participants the skills necessary to act as third party neutrals in facilitating the resolution of disputes.

This course will equip participants with conflict management skills; communication skills; facilitation and negotiation skills. This training fulfills the training requirement to be listed on the Circuit Court list of mediators. Through a combination of role plays, demonstrations, large group discussions, and videos, this highly interactive training will take participants through the entire mediation process, from the pre-mediation meeting to the completed memorandum of agreement.

*The training will cover the following:*

- Before the Mediation
- Role and Rules
- Information Sharing
- Noting the Agenda
- Generating Options
- Evaluating Options
- Resolving the Conflict

### TRAINING DATES

- September 25, 2009 8:30am to 5:30pm
- October 2, 2009 8:30am to 5:30pm
- October 9, 2009 8:30am to 5:30pm
- October 16, 2009 8:30am to 5:30pm
- October 23, 2009 8:30am to 5:30pm

*Attendance at all sessions is required to receive certificate!*

**Registration and Breakfast at 8:00am daily.**

### COST

\$995 includes course manual, continental breakfast, lunch and certificate of completion.

### LOCATION

Oakland Mediation Center  
550 Hulet Drive, Suite 102  
Bloomfield Hills, MI 48302

### TO REGISTER

Please complete the registration form and fax it to (248) 338-0480 or email to [jclendening@mediation-omc.org](mailto:jclendening@mediation-omc.org).

### QUESTIONS

For more information contact Jennifer Clendening, Training Coordinator at (248) 338-4280, extension 217.

**To register online visit [www.mediation-omc.org/40hour.aspx](http://www.mediation-omc.org/40hour.aspx).**



OAKLAND  
MEDIATION  
CENTER

*Seeking Resolution  
through Mediation  
and Education*

## ABOUT OAKLAND MEDIATION CENTER

In recent years, mediation has become a prime resolution alternative for resolving conflicts. It is a process by which two or more people involved in a dispute, either professional or personal, meet in a private, confidential setting to work out a mutually acceptable solution to their problem. They are assisted by a neutral person, called a mediator. Oakland Mediation Center began operations in 1990 and has been providing mediator training to courts, governmental agencies, businesses, judges, attorneys and individuals for longer than any other SCAO approved civil court mediator training program in Michigan. OMC mediates disputes involving family, insurance, construction, employment, consumers, landlord/tenant, special education, divorce, professional/client, property, breach of contract, guardianships, personal injury, malpractice and others.



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*Please detach along dashed line, and remit with your payment*

# REGISTRATION FORM

## 40-Hour Mediator Training – September/October 2009

*To register, please complete this form and submit along with payment. Please print legibly:*

### Contact Information

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Name on Certificate: \_\_\_\_\_

Special Accommodations (*i.e., vegetarian, etc.*): \_\_\_\_\_

### Payment

Check or money order made payable to *Oakland Mediation Center* enclosed

Credit Card payment as indicated below

Card type:  Visa  Mastercard Card Number: \_\_\_\_\_

Exp. Date \_\_\_\_\_ Billing Zip code \_\_\_\_\_ Security Code (3-Digit) \_\_\_\_\_

I authorize Oakland Mediation Center to charge the full amount of the training to the account listed above.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Class size is limited and will be filled on a first-come, first-served basis. Registration is official and your seat will be reserved once payment is received. Any registrations and checks received after the class is filled will be returned immediately.

**Oakland Mediation Center reserves the right to retain \$50.00 for any cancellations made before 9/15/09.**

**Refunds after that time will be made only for good cause and at the discretion of the Center.**

The above information is based on enough registrants to proceed with the training. We apologize for any inconvenience of cancellation and will let you know promptly if that may be the case. We urge you to take this into consideration when booking any accommodations.

## Seeking Resolution through Mediation and Education