General Civil Mediation Training
October 15, 16, 17, 18 & 21, 2019
8:30am – 5:30pm
Trainer: Peg MacDougall

Learn to mediate at an affordable rate
$775.00* per person
(*Early Bird Special $700.00 if paid by September 15, 2019)

Benefits
Learn how to become an approved mediator in Michigan
Enhance your skills in resolving conflict and upgrade your resume
Class size is limited allowing for personal coaching
Experienced trainers are approved by the State Court Administrative Office
Training is highly interactive
Receive a comprehensive mediation manual and a mediation handbook
Be coached in role plays by an experienced mediator

Topics
Understanding and using the difference between interests and positions
Using empathy to resolve conflict
Maintaining neutrality
Reframing the words of conflict
Facilitating a group process
Developing an agenda for difficult discussions
Techniques to generate movement toward resolution
Writing an agreement to resolve the dispute and more!

LOCATION:
Resolution Services Center
516 S. Creyts, Suite A (Office Park West)
Lansing, MI 48917

TO REGISTER, submit payment & completed registration form by mail to 516 S. Creyts, Suite A, Lansing, MI 48917, by email to admin@rsccm.org or go onto our website at www.rsccm.org To request a registration form call 517.485.2274. Class size is limited.
REGISTRATION FORM
2.411 GENERAL CIVIL MEDIATION TRAINING

October 15, 16, 17, 18 & 21, 2019
8:30am – 5:30pm
Resolution Services Center
516 S. Creyts (Office Park West)
Lansing, MI 48917

Total cost for this training is $775.00 (Early Bird Special: $700.00 if paid by September 15, 2019) Please complete this form and return it with your payment to Resolution Services Center of Central Michigan, 516 S. Creyts Rd., Suite A, Lansing, MI 48917. For more information/to register by phone, contact 517.485.2274 or use our website: www.rsccm.org

Name: _____________________________________________________________________________
Organization: _______________________________________________________________________
Address: ____________________________________________________________________________

City: ____________________________________________ State: ____________ Zip: _____________
Email: ___________________________________________ County: ________________________
Telephone Day: _______________ Occupation: __________________________________

□ Check made payable to Resolution Services Center of Central Michigan in the amount of $725.00 enclosed.

□ Credit Card, Information Below

I authorize $____________ be charged to the account listed below:

Card Number __________________________ Exp. Date __________ Billing Zip Code __________

Signature _____________________________________________________ Date __________________

Class size is limited and will be filled on a first-come, first-served basis. Your seat will be reserved once payment is received. Resolution Services Center of Central Michigan reserves the right to retain $200.00 for any cancellations made before September 15, 2019. Refunds after that time will be made only at the discretion of the Center. Full refunds will be made if the training is cancelled for any reason.