



**RESOLUTION**  
SERVICES CENTER

**40**

**HOUR**

**General Civil Mediation Training**

**June 16, 17, 18, 21 & 22, 2021**

**(All Days Via Zoom)**

**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 May 24, 2021)**

**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](mailto:admin@rsccm.org) or go onto our website at [www.rsccm.org](http://www.rsccm.org) To request a registration form call 517.485.2274. Class size is limited.



**RESOLUTION**  
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**REGISTRATION FORM**  
**2.411 GENERAL CIVIL MEDIATION TRAINING**

**June 16, 17, 18, 21, & 22, 2021**  
**(All Days Via Zoom)**  
**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 May 24, 2021)**  
**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.rscem.org](http://www.rscem.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 \$775.00 enclosed.

Credit Card, Information Below

I authorize \$ \_\_\_\_\_ be charged to the account listed below: Security #: \_\_\_\_\_

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 May 24, 2021. 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.**