

2005

VOLUNTEER MEDIATOR TRAINING



Sponsored by:

**Southeastern
Dispute Resolution Services
(517) 784-4800, Ext. 276 or 223**

**Serving Hillsdale, Jackson,
Lenawee and Monroe Counties**

A Community Action Agency Program



BE A DISPUTE RESOLVER PROBLEM SOLVER

We are looking for people who will take advantage of our volunteer mediator training program and potentially participate as a mediator for Southeastern Dispute Resolution Services.

About CDRP

In 1988, the Michigan Legislature established the Community Dispute Resolution Program (CDRP) to promote non-court alternatives for resolving disputes. The program provides a grant to organizations that offer mediation and other forms of dispute resolution. Funding for the grant comes from part (\$2.00) of each filing fee collected in the Civil Courts of Michigan. Southeastern Dispute Resolution Services is one of twenty-four centers funded by the CDRP.

The Mediator Training Program

The mediator training is a dynamic, interactive program. More than just lectures, it offers participants the opportunity to study and experience new methods for achieving resolution. The training includes learning practical skills, and employing role-plays to give participants immediate "hands-on" experience when applying the principles of successful mediation.

The Course Content

History - The theory and history of Dispute Resolution in America.

Conflict - The causes of, and responses to, conflict; conflict management style; self-assessment.

Communication Skills - Listening, gathering information, reframing skills, noting barriers to good communication, and aware of biases.

Negotiation Skills - Positions vs. Interest, separating people from problems, strategy and tactics of bargaining, identifying options.

Mediation Process - Opening statements, joint sessions, problem solving, caucuses, agreement writing, and closing statements.

Mediation Skills - Neutrality, troubleshooting, building trust, integrating negotiating and communication skills.

Legal Issues - Confidentiality, lawyers' roles in mediation, overviews of the legal system, and enforceability of mediated agreements.

Applicants

People from a variety of background are encouraged to participate. Their diverse perspectives and backgrounds will enhance the training experience. Also, the desire to improve ones ability to manage and resolve conflict is important. Educational and professional requirements are not necessary.

The Trainers

The mediator trainers are approved instructors for the State of Michigan's Community Dispute Resolution Program.

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