

2008

# MEDIATION TRAINING COURSES

Presented by



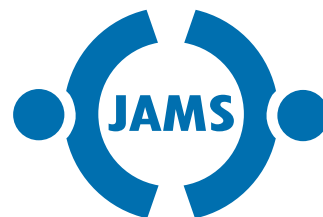
## Trainers

Linda R. Singer

Michael K. Lewis

Edna A. Povich

Hosted by



THE RESOLUTION EXPERTS®

CENTER FOR DISPUTE SETTLEMENT  
1666 CONNECTICUT AVENUE, NW · WASHINGTON, DC 20009  
202/265-9572 · [WWW.CDSUSA.ORG](http://WWW.CDSUSA.ORG)

# ABOUT CDS' MEDIATION TRAINING

Mediation has experienced tremendous growth over the last decade. It is now widely acclaimed for its success in resolving disputes in business, public policy, employment, construction, personal injury, family matters, and numerous other areas. Our mediation training programs are designed for persons who wish to complement and expand professional skills in their current fields or to open the door to new careers in a growing area. CDS, for more than 30 years a leader in the field of alternative dispute resolution, has trained thousands of people worldwide in mediation and negotiation. The geographical and occupational diversity of CDS trainees suggests the many types of disputes to which mediation and other dispute settlement processes can be applied.

CDS welcomes JAMS as co-sponsor of its 2008 programs. Founded in 1979, JAMS, The Resolution Experts, is the nation's largest private provider of alternative dispute resolution services. With twenty-three Resolution Centers nationwide, JAMS and its more than 200 full-time, exclusive neutrals are responsible for resolving thousands of the nation's most important cases.

*"...a wonderful learning experience for me. You are great teacher[s] and I am so encouraged by the many opportunities I see in the country to use the dispute settlement techniques you advocate."*

Janet Reno, Former U.S. Attorney General

# EXPERIENCED PROFESSIONAL TRAINERS

**Linda R. Singer**, a mediator, teacher, arbitrator, lawyer, and author, has been President of CDS since 1971. A former partner with ADR Associates L.L.C., Ms. Singer joined forces with JAMS in 2004. Through the years, she has maintained an active mediation practice in a variety of areas, including class actions, while guiding the Center’s expansion into a full-service dispute settlement organization. She has trained thousands of professionals, students, and volunteers worldwide in both mediation and negotiation skills. She co-teaches the Mediation Workshop at Harvard Law School’s Program of Instruction for Lawyers.

**Michael K. Lewis**, Senior Associate of CDS, former Managing Partner of ADR Associates L.L.C., and currently a member of JAMS, is a full-time mediator, arbitrator, teacher, and lawyer. Mr. Lewis has mediated a variety of complex disputes involving commercial, environmental, public policy, and interpersonal issues. His mediation skills have been featured on television and instructional videotapes. He has trained thousands worldwide in mediation and negotiation techniques, including co-teaching the Mediation Workshop at Harvard Law School’s Program of Instruction for Lawyers.

**Edna A. Povich**, CDS Vice President and JAMS Panelist, is a mediator, facilitator, trainer, program director, and systems designer. Ms. Povich provides training in mediation, negotiation, and systems design for private organizations, courts, and government agencies. She mediates in a variety of contexts, including business, employment, community, government, divorce, and family.

*“The two presenters have been the best I have seen. The way they worked together and individually shows the many years of their experience.”*

Joseph Rio, Democracy & Governance Practice  
Network, (Chemonics, International)  
Washington, DC

# MEDIATION FOR THE PROFESSIONAL

<b>Course Dates:</b>	October 15-18, 2008	
<b>Course Schedule:</b>	Wednesday p.m.	6:00–9:00
	Thursday	9:30–5:30
	Friday	9:30–8:00
	Saturday	9:30–3:00
<b>Tuition:</b>	\$1095 if registered by August 31; \$1195 thereafter	
<b>Location:</b>	JAMS Resolution Center, 555 13th St., NW, Suite 400 West, Washington, DC	
<b>Prerequisites:</b>	None	

**Mediation for the Professional** provides an intensive grounding in the techniques of mediation as participants immerse themselves in conflict simulations, many patterned after actual disputes. The 3½-day course includes:

- Lectures and live demonstrations of mediation techniques;
- Small group simulations designed to provide experience in mediating a wide range of dispute types, including corporate, employment, contract, interpersonal and public policy issues;
- Individual critiques and feedback;
- One evening of three simulations from start to finish, in groups of three;
- A discussion of ethical dilemmas facing mediators;
- A discussion of how to gain experience in mediating actual cases;
- Linda R. Singer’s award-winning book, *Settling Disputes: Conflict Resolution in Business, Families, and the Legal System*;
- A training manual, which details each step of the mediation process;
- Continental breakfasts and snacks. Light supper served on Wednesday evening.

## Who should attend?

*This course is designed for attorneys, managers, human resource and other professionals interested in learning or further developing their mediation skills.*

# ADVANCED MEDIATION TECHNIQUES

**Course Dates:** May 8–10, 2008

**Course Schedule:** Thursday 9:30–5:30  
Friday 9:30–5:30  
Saturday 9:30–3:00

**Tuition:** \$1195 if registered by March 31; \$1295 thereafter.

**Location:** JAMS Resolution Center, 555 13th St., NW, Suite 400 West, Washington, DC

**Prerequisites:** Mediation for the Professional, Harvard PIL Mediation workshop, or equivalent training.

**Advanced Mediation Techniques**, an interactive 3-day course, focuses both on the skills of the mediator and on the skills of parties and advocates in mediation.

- Building on basic mediation training courses, this course focuses on the latter stages of the mediation process, emphasizing caucusing and closure.
- In order to permit maximum feedback and learning, participants will spend most of the class time in small groups practicing advanced mediation techniques in disputes involving civil, commercial, and employment problems, as well as multi-party international, public policy, class actions, and environmental conflicts.
- Each participant will have the opportunity to mediate a complete dispute, with feedback.
- We will focus on preparing clients to participate in various ADR processes, representing clients in ADR, analyzing complex disputes, and employing a neutral to help achieve durable agreements.
- There will be a reception for all participants on Friday evening.

## **Who should attend?**

*This course is designed for previously trained attorneys, managers, human resource, and other professionals interested in enhancing and refining their mediation skills. Enrollment is strictly limited. Please call us if you wish to discuss whether this course is appropriate for you.*

# MEDIATOR CERTIFICATION

There is currently no national certification procedure for mediators. **Mediation for the Professional** has been approved by the **CPR Institute for Dispute Resolution** for CPR Panelists requiring mediation training. Certification requirements often are set by entities that maintain rosters of mediators, such as court-connected mediation programs, community-based programs, and private firms offering mediation services. Anyone wishing to apply for mediator certification with a particular organization should determine that organization's requirements before registering. Bar associations having mandatory continuing educational requirements generally give full credit to our courses, including one hour of ethics credit.

*"I thought the trainers were excellent. They had an extensive grasp and knowledge of the subject, from both an academic and practical point of view. Not only were they expert at 'doing' but also in quickly addressing and evaluating individual strengths and weaknesses. Kudos!"*

Marcia E. Doane, Attorney (Corn Products)  
Summit, Illinois

# PARTICIPANTS TELL US...

*"Quite possibly the best of any training I've received. Masterful!"*

Denise Graveline, Communications Consultant, Washington, DC

*"You are excellent, work well together and have complementary strengths, in addition to a wealth of knowledge that you convey intelligently and with generous humor."*

Roger Schwed, EVP & General Counsel (United Rentals Inc.), New York, NY

*"I really enjoyed the 'hands on' aspects of the training. Practice, practice, and more practice is good"*

Aaron S. Okrent, Attorney (Sternberg, Thomson Okrent and Scher) Seattle, Washington

*"When I told people that I was planning to take such a course, many said to me, 'What do you need that for, Dan?' Well, I found out. I can see that the worst thing for any disputant is to have an untrained mediator. The process is so different from the traditional legal models that I have followed all of my career. Both of you exhibited such enthusiasm and respect for the process that it was contagious. And as you pointed out, we had an excellent group to train with."*

Daniel J. O'Hern, Former Justice (New Jersey Supreme Court)

*"This was one of the best training seminars I have ever attended - practical, interesting, informative... This was an exceptional class and I would recommend it to anyone interested in the area."*

Gary Poon, Esq. Washington, D.C.

*"I particularly enjoyed the team approach used which gave us the benefit of different perspectives, styles and experience"*

Honorable Rosemarie P. Annunziata (Ret.) Virginia Court of Appeals, Fairfax Virginia

*"Over a week has passed, and our attorneys are still talking about how much they enjoyed your mediation training sessions! It was a tremendous experience for everyone involved."*

Sally Cimini, Attorney (Babst, Callan, Clements & Zomnir), Pittsburgh, PA

*"...thank you again for running a marvelous program on mediation. Not only did I think the training sessions were extremely informative, but they were a great deal of fun. I also felt the persons you had gathered together were a fascinating and diverse group of individuals who added a great deal to the give and take of the training sessions."*

William R. Jentes, Attorney, former partner (Kirkland & Ellis), CPR Panelist, and current JAMS Panelist, Chicago

# ADDITIONAL CDS SERVICES

## **Customized Training**

In addition to the popular courses CDS and JAMS regularly conduct in Washington, D.C. and beyond, we can tailor an existing course or develop an entirely new training package to meet the specific needs and site of your organization. We have designed numerous training programs for courts and government agencies, law firms, private organizations, social service providers, accounting firms, and healthcare providers in such specialized areas as:

- Mediation of Workplace Disputes
- Mediation for Court Personnel and Volunteer Neutrals
- Mediation of Tax Disputes
- Health Law/Healthcare Mediation
- Dispute Resolution for Government Agencies
- Conflict Resolution for Correctional Facility Staff
- Mediation or Evaluation of Personal Injury Disputes
- School Peer Mediation
- Systems Design and Implementation
- Basic and Advanced Negotiation Skills
- Training of Trainers

## **Mediation**

The CDS professional staff and associates have helped to foster thousands of successful, long-lasting mediated settlements of a wide range of disputes, including those within government agencies or non-profit organizations; between employers and employees, government and private citizens; and citizens' groups and others, such as commercial or residential developers or governments, who seek to change the nature of the community. Our staff and associates also have mediated commercial disputes involving banking institutions, insurance companies, real estate developers, and law firms.

JAMS' full-time, exclusive mediators are called upon to resolve some of the most complex matters in a wide variety of areas, including: business/commercial, class action, employment, energy, environmental, financial, government, healthcare, insurance, professional liability, real estate, securities, and technology. Every year, JAMS mediators settle literally thousands of cases, some involve individuals, families, and small businesses, while others deal with multi-national corporations, and government entities.

## **Facilitation and Systems Design**

CDS and JAMS plan, convene, and facilitate meetings to address problems in a constructive way. This sort of activity may take place before there is an actual dispute and thus avoid the polarization that takes place once people have taken sides. CDS and JAMS also specialize in the design, implementation, and evaluation of systems for resolving conflict. We have helped both public and private, non-profit organizations of all sizes develop responsive and efficient ways of solving problems.

# PRACTICAL INFORMATION

## Registration

To reserve a place in a course, please complete the attached registration form and return it with full payment or government purchase order. Spaces are allocated in the order complete registrations are received.

## Method of Payment

Payment is required with registration. Payment may be made by check, money order, Visa, MasterCard, Discover, or American Express. Government agencies only may submit purchase orders. *All payments must be drawn in U.S. dollars on a U.S. banking institution.* Please make checks payable to Center for Dispute Settlement. We are unable to offer discounted tuition. Tuition includes continental breakfasts and afternoon breaks at the training site.

## Location

JAMS Resolution Center (555 13th Street, NW, Suite 400 West, Washington, DC) is close to Metro Center, in an area surrounded by restaurants, specialty shops, art galleries, museums, and embassies. It is near the Metro Center station on the Metrorail Red Line.

## Cancellations

Refunds will be made for cancellations received 30 days or more before the start of a course, minus a \$50 administration charge. **Refunds will not be issued for cancellations received less than 30 days prior to the start of a course.**

## Certificates/Continuing Education Credits

Each participant completing the course will receive a Certificate of Completion. CDS courses have been approved by many jurisdictions for CEU and CLE credits. Please contact us once you know what documentation is required and we will be happy to assist you.

## Dress

Informal or “business casual” dress is suggested.

*“CDS’ mediation training has helped me enormously in my daily work. In supervising a large staff, I find frequent need to use my mediation skills to identify options and resolve problems.”*

Emmett Aldrich, Director (Ret), Management & Labor Relations Office of Personnel & Training  
U.S. Dept. of Housing and Urban Development

# CONVENIENT HOTELS

There are numerous hotels in the vicinity of the training site at the JAMS Resolution Center, 555 13th Street, NW Suite 400 West. Listed below is a representative sampling. Rates listed may vary over the course of the year and are not guaranteed. Washington hotels fill up quickly during peak seasons. Please register early for best selection.

Hotels marked with an asterisk are those closest to the training site (within a 5–15 minute walk). Please call us at 202/265-9572 with other questions or concerns. We will do our best to accommodate your needs.

## **Grand Hyatt**

1000 H St., NW  
Washington, D.C. 20001  
1-888-591-1234  
\$289–\$309

## **Marriott Courtyard**

900 F St. NW  
Washington, DC 20004  
202-638-4600  
\$250–\$300

## **Marriott at Metro Center\***

775 12th St., NW  
Washington, DC 20005  
202-737-2200  
\$329–\$389

## **J.W. Marriott\***

1331 Pennsylvania Ave., NW  
Washington, DC 20004  
202-393-2000  
\$289–\$339

## **Willard Intercontinental\***

1401 Pennsylvania Ave., NW  
Washington, DC 20004  
202-628-9100  
\$299–\$359

## **Hotel Washington\***

15th & Pennsylvania Ave., NW  
Washington, DC 20004  
202-638-5900  
\$199–\$265

## **Hotel Monaco**

700 F Street NW  
Washington DC 20004  
(800) 649-1202  
\$309–\$359

## **Jury's**

1500 New Hampshire Ave. NW  
Washington, DC 20036  
1-800-423-1350  
\$155

## **Sheraton Four Points**

1201 K Street, NW,  
Washington, D.C. 20005  
(202) 289-7600  
\$209–\$229

# REGISTRATION FORM

Please type or print legibly the following information:

\_\_\_\_\_  
Name (as you wish it to appear on your certificate)

\_\_\_\_\_  
Name (as you wish it to appear on your name badge)

\_\_\_\_\_  
Profession/Position

\_\_\_\_\_  
Company/Organization/Agency

\_\_\_\_\_  
Mailing Address City State Zip/Postal Code Country

( ) ( )  
Work Phone Fax Number E-mail Address

\_\_\_\_\_  
Substantive areas of interest (eg. commercial, employment)

\_\_\_\_\_  
Degree(s) earned and year(s) obtained (or attach résumé). *Advanced registrants only: please list previous training.*

*Please check course(s) and payment amount(s) for which you are registering:*

**Mediation for the Professional:** October 15–18, 2008  
 \$1095 before August 31  \$1195 after August 31

**Advanced Mediation Training:** May 8–10, 2008  
 \$1195 before March 31  \$1295 after March 31

*Please check method of payment:*  Discover  American Express  
 Visa  MasterCard  Money Order  Check (payable to CDS in US \$ on US bank)

\_\_\_\_\_  
Credit card number Expiration Date Security Code

\_\_\_\_\_  
Credit card billing address (including zip code)

\_\_\_\_\_  
Name on credit card Signature

*Refunds will be made for cancellations received 30 days or more before the start of a course, minus a \$50 administration charge.  
Refunds will not be issued for cancellations received less than 30 days prior to the start of a course.*

## Please send to:

Center for Dispute Settlement  
1666 Connecticut Ave., NW, Suite 500  
Washington, DC 20009

Phone: 202/265-9572, Ext. 1320  
Fax: 202/332-3951  
E-mail: cconnelly@cdsusa.org

*Courses fill up quickly. Please register early for best selection.*



1666 Connecticut Avenue, NW  
Washington, DC 20009

## Approved Mediation Courses for

- CPR Institute for Dispute Resolution
- CLE/CEU