

CENTER FOR RESOLUTION & JUSTICE

Transforming Conflict Interactions: *Transformative Mediation Training*

March 15-16, 2012, 9 AM – 5 PM

Conflict occurs in the workplace, in the home, in school, in volunteer settings, and in faith communities--wherever humans gather. Deciding how best to intervene can be challenging. Whether you are a mediator, a supervisor, a teacher or administrator, a human resources professional, or just someone who cares, Transformative Mediation skills can assist you in dealing with the conflicts that are an inevitable part of life.

Elements of the training include:

- Understanding transformative conflict theory and the concepts of “empowerment” and “recognition”;
- Understanding the relationship between a third party intervener’s motivations and the interventions used in practice;
- Learning to focus on and attend to the moment-by-moment interactions of the participants;
- Understanding and practice of true facilitation and non-directive interventions that respect the parties’ role and competence;
- Developing the capacity to take a responsive rather than directive or evaluative role in intervention

Throughout this highly interactive training, you will develop practical skills and strategies to use in your work with parties in conflict and in your own, everyday interactions with people.

Who Should Attend?

Mediators, clinicians, lawyers, paralegals, human resources professionals, managers, teachers, board members, volunteers and community members.

Training Details:

Cost: \$340 per person. Discounts are available for CRJ volunteers, multiple registrants from one organization, and for early registration (prior to February 17, 2012). A registration form is enclosed.

Location: Training will be held at Child & Family Services, 330 Delaware Avenue, Buffalo (cross street is Tracy).

Meals: Continental breakfast and afternoon snack provided. Lunch is on your own.

About Your Trainer:

Bobbie L. Dillon is the President of The Mediation Center, Inc. serving the Greater Rochester and Finger Lakes Region. She is an Advanced Practitioner Member of the Association for Conflict Resolution, an Accredited Member and President of the New York State Council on Divorce Mediation, Certified by the Center for Dispute Settlement to conduct Unified Court System referred mediations, trained as an allied professional in the Collaborative Law process, and is Past President of the Rochester Association of Family Mediators. Bobbie received her training in Transformative Mediation from the Center for Dispute Settlement and the renowned Institute for the Study of Conflict Transformation at Hofstra University. Bobbie holds an M.S. in Conflict Analysis and Resolution from Nova Southeastern University and a B.A. in Communication summa cum laude from St. John Fisher College.



Child and Family Services

Center for Resolution and Justice

CRJ MEDIATION TRAINING REGISTRATION FORM

Transforming Conflict Interactions: Transformative Mediation Training

Thursday – Friday, March 15–16, 2012, 9 AM – 5 PM

Child & Family Services, 330 Delaware Avenue, Buffalo, New York 14202

Name: _____

Address: _____

Day Phone: _____ Cell Phone: _____

Email: _____

How I learned about the training: _____

___ Enclosed is my check for \$305 (**registering 3 or more participants**)
made payable to: Child & Family Services.

___ Enclosed is my check for \$320 (**prior to February 17, 2012 or CRJ
volunteer**) made payable to: Child & Family Services.

___ Enclosed is my check for \$340 (**after February 17, 2012**) made payable
to: Child & Family Services.

___ Please bill my MasterCard or Visa (**enter amount based on schedule
above**)

Card # _____ Exp. Date _____

Security Code _____ Amount _____ Signature _____

**Please mail, fax or email registration form (one for each participant) and
payment to:**

Center for Resolution and Justice

Child & Family Services

625 Delaware Avenue, Suite 300

Buffalo, New York 14202

FAX: (716) 362-2324 EMAIL: mediate@cfsbny.org

Please call Lisa Nevins at 335-7120 with any questions.