

40-HOUR **MEDIATION TRAINING**

LIVE ONLY - IN DENVER: JULY 29, 30 & 31, and AUGUST 5 & 6, 2019

At the **NEW CBA-CLE Classroom** • 1290 Broadway, Suite 1700, Denver, CO 80203

TOPICS TO BE COVERED INCLUDE:

- Overview of Mediation
- Mediation Models
- How Mediators Diagnose the Causes of Conflict
- Conflict Styles: What You Bring to the Mediation Table
- How Mediators Facilitate Interest-based Negotiations: Transitioning Parties from Positions to Interests
- The Mediation Roadmap
- Stages of Mediation: Preparation, Opening the Session, Sharing Perspectives and Exploring Issues in Depth, Problem-solving
- The Art of Reframing: Dealing with Threats, Demands and other Toxic Language
- Cultural Issues in Mediation
- Ask a Mediator: Panel of Prominent Mediators Respond to your Questions
- Using the Mediation Caucus: When should the mediator meet privately with each party?
- The Caucus Demonstration and Critique
- Mediating Money Matters
- Managing Emotions, posing Thoughtful Questions and Dealing with Apologies
- Coaching Parties to Raise Conflict Constructively
- Mediating Sexual Harassment Cases
- Co-Mediation
- Dealing with Impasse
- Power Issues in Mediation
- Applications of Mediation
- Building a Mediation Practice
- Standards of Conduct
- Ethical Dilemmas for Mediators

**ATTENDANCE IS
LIMITED!
REGISTER TODAY!**

CANCELLATION POLICY: Due to the nature of this program and the limited attendance, refunds will not be offered for cancellations after, however, substitutions are welcome.

ABOUT YOUR INSTRUCTOR: **Judy Mares Dixon, Boulder, CO**



Judy Mares-Dixon, M.A., owner of Mares-Dixon & Associates, former partner with CDR Associates, has worked in the conflict resolution field since 1986 as a trainer, mediator, coach, facilitator, consultant, and dispute resolution systems designer in the United States, Canada, Germany, Australia, and New Zealand. She mediates contract disputes, collective bargaining agreements, sexual harassment, ADA and other EEOC complaints. She mediates grievances, organizational

conflicts, conflicts involving cross cultural issues and public policy disputes. Ms. Mares-Dixon has applied alternative dispute resolution procedures in the private and public sectors at the local, state, and federal levels. She has trained human resource personnel, union officials, managers, lawyers, advocates, social service personnel, educators, law enforcement personnel, community organizers, and medical professionals in mediation, negotiation, coaching, facilitation, resolving cross-cultural issues and dispute resolution system design.

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AGENDA: *Presented by Mares-Dixon & Associates for Colorado Bar Association CLE*

DAY I – 8:00 AM - 5:00 PM

8:00 - 8:30 AM **Registration**

- 8:30 AM **Welcome and Introductions**
Course Overview and Expectations
Overview of Mediation
- Definition of mediation
 - Theory of mediation
 - Benefits and Drawbacks of the mediation process
 - Characteristics of effective mediators
 - Clarifying the roles of mediators, arbitrators, judges, lawyers, and advocates

BREAK

- Mediation Models**
- Facilitative
 - Transformative
 - Evaluative
- How Mediators Diagnose the Causes of Conflict**
- Relationship issues
 - Data problems
 - Values Disputes
 - Structural constraints

12:15 - 1:30 PM **LUNCH** (On Your Own)

- 1:30 PM **Conflict Styles: What You Bring to the Mediation Table**
How Mediators Facilitate Interest-based Negotiations: Transitioning Parties from Positions to Interests

BREAK

- The Mediation Roadmap**
Mediation Video
Discussion of Video

DAY II – 8:30 AM - 4:45 PM

- 8:30 AM **Review and Preview**
Stages of Mediation: Preparation
- Interviewing the parties
 - Analyzing the conflict
 - Developing your mediation strategy

Stages of Mediation: Opening the Session

- Establishing credibility and rapport
- Clarifying the process
- Establishing ground rules
- Clarifying parameters surrounding confidentiality
- Creating a safe, constructive environment

BREAK

9:45 - 12:00 PM **Mediation Simulation I: Part One**

12:00 - 1:15 PM **LUNCH** (On Your Own)

1:15 PM Stages of Mediation: Sharing Perspectives and Exploring Issues in Depth

- Soliciting critical data
- Posing thoughtful, insightful, provocative questions
- Developing a deeper understanding of the history, consequences and importance of each issue

Stages of Mediation: Problem-solving

- Generating options
- Evaluating options
- Reaching mutual settlement agreements

BREAK

2:30 - 4:45 PM **Mediation Simulation I: Part Two**
Plenary Debrief of Simulation

DAY III – 8:30 AM - 4:30 PM

- 8:30 AM **Review and Preview**
The Art of Reframing: Dealing with Threats, Demands and other Toxic Language
Cultural Issues in Mediation

BREAK

10:00 - 12:00 PM **Mediation Simulation II: Part One**

- 12:00 - 1:00 PM **LUNCH** (Provided)
Ask a Mediator: Panel of Prominent Mediators Respond to your Questions

- 1:00 PM **Using the Mediation Caucus: When should the mediator meet privately with each party?**

AGENDA: *continued*

The Caucus Demonstration and Critique

BREAK

Mediating Money Matters

2:45 - 4:30 PM **Mediation Simulation II: Part Two**
Mid-course Evaluation

DAY IV – 8:30 AM - 5:00 PM

8:30 AM **Review and Preview**
Managing Emotions, posing Thoughtful
Questions and Dealing with Apologies
Coaching Parties to Raise Conflict
Constructively

BREAK

10:00 - 12:00 PM **Mediation Simulation III**

12:00 - 1:15 PM **LUNCH** (On Your Own)

1:15 PM **Mediating Sexual Harassment Cases**
Co-Mediation

BREAK

2:45 - 5:00 PM **Mediation Simulation IV**

DAY V – 8:30 AM - 4:30 PM

8:30 AM **Review and Preview**
Dealing with Impasse

- Why does it occur?
- What are the signs of an impending impasse?
- How do mediators cause impasse?
- How do mediators move parties beyond impasse?

Power Issues in Mediation

- What sources of power should parties use?
- What sources do they abuse?
- What power does the mediator have?

BREAK

10:15 - 12:15 PM **Mediation Simulation V**

12:15 - 1:15 PM **LUNCH** (Provided)
Volunteer Mediation Opportunities: Guest
Presenters from Local Mediation Programs

1:15 PM **Applications of Mediation**

- Commercial disputes
- Community disputes
- Workplace conflict
- Public policy issues

Building a Mediation Practice

- Business requirements
 - Marketing strategies
-

BREAK

Standards of Conduct
Ethical Dilemmas for Mediators
Course Evaluation and Distribution of
Certificates

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