



40-HOUR MEDIATION TRAINING

LIVE ONLY - IN DENVER: AUGUST 6, 7, 8, 13 & 14, 2018

At the CBA-CLE Classroom • 1900 Grant Street • Suite 300 • Denver, CO

TOPICS TO BE COVERED INCLUDE:

- Overview of Mediation
- Mediation Models
- How Mediators Diagnose the Causes of Conflict
- How Mediators Facilitate Interest-based Negotiations: Transitioning Parties from Positions to Interests
- The Mediation Roadmap
- Mediation Demonstrations with Discussion
- Stages of Mediation: Preparation / Opening the Session
- Cultural Issues in Mediation
- The Art of Reframing: Dealing with Threats, Demands and Other Toxic Language
- Using the Mediation Caucus: When Should the Mediator Meet Privately With Each Party?
- The Caucus Demonstration and Critique
- Mediating Money Matters
- Coaching Parties to Raise Conflict Constructively
- Dealing with Impasse
- Standards of Conduct
- Assessing Your Mediation Skills and Abilities
- Power Issues in Mediation
- Volunteer Mediation Opportunities
- Applications of Mediation
- Ethical Dilemmas for Mediators

ATTENDANCE IS LIMITED! REGISTER TODAY!

LIVE SEMINAR ORDER FORM

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REGISTER ONLINE! Go to www.cba-cle.org

CANCELLATION POLICY: A refund of your tuition, less a \$200 administrative fee, will be issued until **July 19, 2018**. After July 19 no refunds will be issued, but you may transfer your registration to someone else.

ABOUT YOUR INSTRUCTOR: **Judy Mares Dixon, Denver, 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

Registration (8:00 - 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

LUNCH (On Your Own – 12:15 - 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 - 4:30 PM

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 groundrules
 - Clarifying parameters surrounding confidentiality
 - Creating a safe, constructive environment

BREAK

Mediation Simulation I: Part One (9:45 AM – 12:00 PM)

LUNCH (On Your Own – 12:00 - 12:45 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

Mediation Simulation I: Part Two (2:30 - 4:30 PM)

Plenary Debrief of Simulation

continued >

AGENDA: *continued*

DAY III – 8:30 AM - 4:30 PM

Review and Preview

The Art of Reframing: Dealing with Threats, Demands and other Toxic Language

Cultural Issues in Mediation

BREAK

Mediation Simulation II: Part One (10:00 AM - 12:00 PM)

LUNCH (Provided – 12:00 - 1:00)

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

BREAK

Mediating Money Matters

Mediation Simulation II: Part Two (2:45 – 4:30 PM)

Mid-course Evaluation

DAY IV – 8:30 AM - 5:00 PM

Review and Preview

Managing Emotions

Coaching Parties to Raise Conflict Constructively

BREAK

Mediation Simulation III (10:00 AM - 12:00 PM)

LUNCH (On Your Own – 12:00 - 1:15 PM)

Assessing your Mediation Skills and Abilities

Co-Mediation

BREAK

Mediation Simulation IV (2:45 - 5:00 PM)

DAY V – 8:30 AM - 4:30 PM

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

Mediation Simulation V (10:15 AM - 12:15 PM)

LUNCH (Provided – 12:15 - 1:15 PM)

Volunteer Mediation Opportunities: Guest Presenters from Local Mediation Programs

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

Mares-Dixon & Associates (303) 842-2097
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