

Conflict Solutions Center-Community Mediation
is offering



40-hour Conflict Resolution and Mediation Skills Training

6 Saturday classes: 3 in Santa Barbara AND 3 in Santa Maria
10:00a.m. —4:30p.m.
March 11, 18, 25 April 1, 8, 15

If you want to improve your abilities to communicate, negotiate and resolve conflicts more effectively OR if you're interested in being a volunteer mediator in Small Claims Court, for neighborhood, parent/teen, or business disputes—THIS IS THE COURSE FOR YOU

CSC's Mediation model and training is different from others in that equal emphasis is placed on providing opportunities for parties to heal or reconcile their relationship as is on facilitating a negotiated agreement to their conflict.



Building Community
—
One Peace at a Time

YOU WILL LEARN:

- the art of neutral observation
- the elements of conflict and your conflict style
- how to Speak to reduce defensiveness & Listen for underlying needs (nonviolent communication basics)
- the difference between positions and needs/interests
- how to defuse anger
- how to break down conflicts into resolvable pieces
- how to negotiate collaboratively
- the theoretical foundation, objectives and stages of mediation process
- the basic principles and practices of Restorative Justice

Questions? Please email info@cscsb.org to inquire OR call (805) 349-8943 or 963-6765

_____ Partial scholarships available. Please contact Tony or Sherrill for qualification information.

_____ Enclosed is my Student/Non Profit Service Provider registration fee of \$325.

_____ Enclosed is my early registration fee of \$400 (by February 4).

_____ Enclosed is my registration fee of \$525.

PCE# 5452

I am interested in CEU's for this course Yes add \$85 No

This course meets
Basic Training
requirements for:
Community Mediation
volunteers; and
CA Superior Court
mediation panels as per the
Dispute Resolution
Programs Act,
Bus & PC §465-471.5

Name _____

Address _____

Home Phone _____

Work Phone _____

Email Address _____

**Mail or Fax
registration to:
Conflict Solutions
Center
120 E. Jones St. #133
Santa Maria, CA
93454
Fax: 805 349-8963**

<http://www.cscsb.org> to register on-line