

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. —5:00p.m.

July 15, 22 & 29 in Santa Barbara, August 5, 12, 19 in Santa Maria

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

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

Enclosed is my early registration fee of \$400 (by June 15).

Enclosed is my registration fee of \$525.

Partial scholarships available for students & nonprofit service providers.

Please contact Tony in Santa Maria or Sherrill in Santa Barbara for qualification information.

I am interested in CEU's for this course  Yes add \$85      PCE# 5452

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