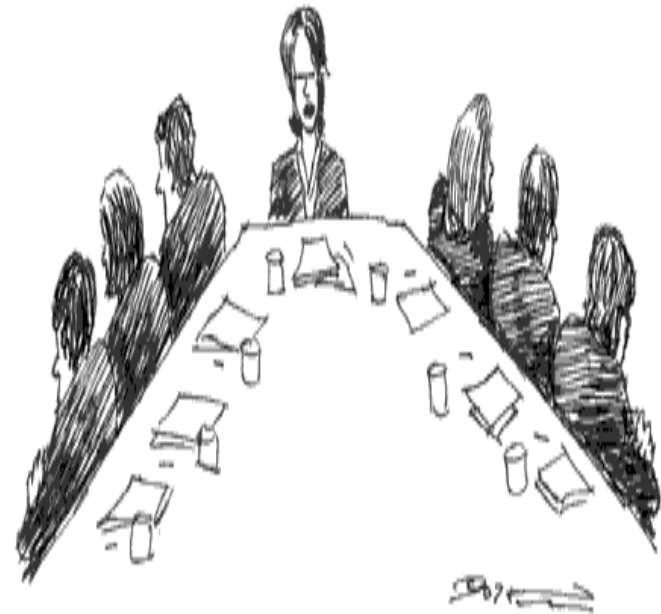


Mediating Groups: Third Party Assessment and Interventions

Do you intervene in multi-issue disputes?

Do you work with groups who are in conflict?

The complex dynamics of group conflict require mediators to employ a wide range of skills and tools. This five day course provides participants with a model for assessing group conflict and introduces several group processes that are helpful in working through the most common contentious issues. A simulated conflict, set in a community context, will provide participants with the opportunity to experience the various components of group mediation, including assessment interviews and group facilitation. Other topics include exploring and practicing key skills for group conflict and cultivating the reflective practitioner.



**Prerequisites: Introduction to
Conflict Resolution:
Dealing with Difficult People
&
Mediation Skills 1 OR
Professional Mediation Experience**

Cost: \$1180 / Week

Date: April 30 - May 4, 2012

Location: Winnipeg MB

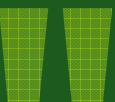
You will:

- Learn the process of a multi-stage intervention and practice different steps - from the initial consultation to the concluding intervention
- Write a report that identifies the issues and makes process recommendations to resolve the problems

Here's what past participants had to say about Resolution Skills Centre:

"A day does not go by when I do not use the skills I learned. I gained an awareness of the many types of conflict and the effective strategies available for me to implement in my everyday interactions with people."
-Jack Slessor, Policy Analyst, Workplace Safety and Health

"I learned that conflict is not a bad thing. It is something that is inevitable and could lead to greater understanding. I am constantly aware now how conflict can assist people if they remain open minded."
-Audrey Siemens



We can help...

Mediation Services' Resolution Skills Centre has been helping people resolve differences and build skills for over 30 years. **Mediating Groups: Third Party Assessment and Interventions** is offered at Resolution Skills Centre, located at 302-1200 Portage Avenue, and is delivered by experienced trainers in mediation and group facilitation. Participants learn how to better understand and manage conflict experienced in the workplace, community and home.

Here's what past participants have had to say about Resolution Skills Centre:

"We have seen staff approach conflict in a less threatening way. The fear of conflict or difficult conversations has been replaced with an optimistic view of improving understanding and coming to agreement."

-Lucille McLeod, Human Resource Coordinator, Red River College

"The folks I have referred to your services have become more self aware and address their issues with conflict in the workplace in a more productive manner. The skills I learned have helped me and other employees I have coached address our conflicts in the workplace."

-Debra Roach, Manager, Federal Government

REGISTRATION FORM

COURSE FEE: \$1180

Name _____ Position _____

Organization/School _____

Address/City _____

Phone Work _____ Home _____

Fax _____ Email _____

I would like to attend: April 30 – May 4, 2012

Payment Method

Mastercard Visa Card Number _____ Expiration _____

Enclosed is a cheque for \$ _____. (Please make cheques payable to Mediation Services)

Invoice my employer

Name _____ Position _____

Organization/School _____ Email _____

Address/City _____ Postal Code _____

Phone _____ Fax _____

To Register

Email info@resolutionskills.ca • Phone 925-3410 • Fax 925-3414
Mail to 302-1200 Portage Avenue, Winnipeg, MB R3G 0T5
www.resolutionskills.ca

Contact us to receive a training calendar with all other Resolution Skills Centre trainings