

Conflict Resolution and Mediation Training

Registration Form *(please print clearly)*

Name: _____

Address: _____

Telephone(s): _____

Email Address: _____

How did you hear about CVVC's Training Programs?

Person/Organization Responsible for Payment:

Please check appropriate categories:

Conflict Resolution ☐ Summer 2010 ☐ Spring 2011
☐ Total payment enclosed (\$200)
☐ \$21 enclosed for 14 CLE credits *(for attorneys only)*

Mediation ☐ Summer 2010 ☐ Spring 2011
☐ Total payment enclosed (\$350)
☐ \$33 enclosed for 22 CLE credits *(for attorneys only)*

Registrations are due two weeks prior to the training program. Full payment is due 5 business days prior to the start of training and can be made by either check or credit card. Please return registration form with your check or credit card information to CVVC. Make checks payable to CVVC.

For more information or to register and/or pay by phone, call 412.482.3240, extension 108.

Credits

Our agency is an approved provider of:

Type of Credit	Conflict Resolution	Mediation
*CLE (Pennsylvania)	14 (9.5 sub./4.5 ethic)	22 (21 sub./1 ethic)
CEU (Social Work)	15	24
Act 48	15	24
PCCD	7.5	8

About the Presenters

Ellen J. DeBenedetti, M.Ed., is the training coordinator and senior mediator for Conflict, Resolution, Mediation and Training Services of CVVC where she does training in conflict management, mediation, facilitation, negotiation and related skills. She works with community members and a wide variety of agencies including: school districts, police departments, hospitals, youth serving agencies, colleges, universities, businesses and non-profits. Ellen also mediates and does large group facilitation for CVVC. She has been a mediator since 1990. In addition to her work at CVVC, Ellen is a mediator for: Equal Employment Opportunity Commission, United States Postal Service, PA Department of Education (Special Education mediations), Financial Industry Regulatory Authority, Key Bridge Foundation (Department of Justice mediations about the Americans With Disabilities Act), Transportation Safety Administration, University of Pittsburgh Medical Center, and US District Court of Western Pennsylvania. She is a certified mediator by the Institute for the Study of Conflict Transformation. Ellen designed and taught the original "Methods of Resolving Conflict Course" for the Duquesne University Sociology Department's certificate program in Conflict Resolution and Peacemaking.

Dawn Lehman is a Trainer and Community Educator with the Center for Victims of Violence and Crime (CVVC). Prior to this position, she served as the Pittsburgh Mediation Center's Restorative Justice in Schools Coordinator, providing alternative responses to suspension in area schools. Dawn has a wealth of experience with Mediation and Restorative Justice Conferencing through CVVC, Pittsburgh Mediation Center, the Community Mediation Center (Harrisonburg, VA) and at Eastern Mennonite University. She received a B.A. in Social Work and an M.A. in Conflict Transformation.

General Training Information

Training Programs are held at CVVC's Offices in the East Liberty section of Pittsburgh (corner of Penn Avenue and Whitfield Street). Metered street parking and metered lot parking is available. All meters take quarters.

Casual dress is acceptable.

Area Accommodations:

- Courtyard by Marriott, 5308 Liberty Avenue 412-683-3113
- Quality Inn, 3401 Boulevard of the Allies 412-683-6100
- Residence Inn, 3896 Bigelow Boulevard 412-621-2200



Conflict Resolution and Mediation Training

Summer 2010 Spring 2011

The Center for Victims of Violence and Crime (CVVC) and Pittsburgh Mediation Center (PMC) have merged. This merger has created a one-of-a-kind continuum of education, prevention and intervention services. PMC is now an integral part of CVVC.

About CVVC

CVVC is a community based non profit agency committed to healing trauma, resolving conflict, and ending violence through three major agency programs/components; Conflict Resolution, Mediation, and Training Services, Crime Victim and Witness Assistance, and the Peace-It-Together Community Initiative which includes Education and Outreach, Arts and Media, Restorative Justice Strategies, and Peace-Building.

CVVC's unique continuum of intervention, prevention and education services is the result of a 2006 merger between CVVC, the region's largest comprehensive crime victim and witness agency established in 1975, and Pittsburgh Mediation Center (PMC), the area's leading source for mediation and conflict resolution for over 25 years. CVVC provides all of its services throughout Allegheny County. Mediation and Training services are also provided on a regional basis in Southwestern Pennsylvania and by request for other areas.

Testimonial

"As an HR professional, I have found the conflict resolution and mediation training to be very relevant to my everyday work. I often use the techniques learned in the training workshops to manage and resolve workplace conflicts. I have also found the training to be invaluable when coaching managers and supervisors in resolving conflicts. The training is effective, a great value for the investment, and I highly recommend it."

– Adam Primi, HR Manager

Training Programs

■ Conflict Resolution

A 15 hour class in which participants develop fundamental skills for resolving conflict effectively and peacefully. Participants become proficient at using a variety of tools for managing conflict. The techniques taught enable participants to understand and practice engaging others in constructive conversations about conflict. Completion of the 15 hour Conflict Resolution class results in a certificate of completion and serves as a prerequisite for participation in the 24 hour Mediation class—full attendance required for certificate.

Dates: Summer 2010: August 2 & 3, 2010
Spring 2011: February 12 & 19, 2011

Times: 8:30 a.m. – 5:00 p.m.

Tuition: \$200

■ Mediation Training

A 24 hour class based on a “party centered” model. This model assists participants in learning how to support people when they are in conflict and facilitate a constructive conversation. The techniques taught enable participants to support those in conflict to arrive at their own decisions and solutions as to how best to resolve the situation. Conflict Resolution class is a prerequisite.

Dates: Summer 2010: August 4, 5, & 6, 2010

Time: 8:00 a.m. – 5:00 a.m.

Dates: Spring 2011: March 7, 14, 21, 28,
April 4, 11, 25, & May 2
(make-up day May 9), 2011

Time: 6:00 p.m. – 9:00 p.m.

Tuition: \$350

Together, the goals of these two courses are to:

- increase people's awareness of constructive alternatives to resolving conflict beyond the use of violence & litigation;
- replace attitudes and styles of ineffective communication with tools and techniques for engaging in conflict effectively and peacefully in every day life;
- develop a comfort level with how people express conflict;
- acquire tools for initiating and facilitating constructive conversation between people or groups of people;
- learn an orientation, foundational principles and skills for acknowledging, addressing and supporting others in generating options for conflicts that come up in every day circumstances;
- provide participants with a basic mediation training.

Credit Card Payment Form (please print clearly)

If you wish to pay by credit card, please complete the information below. Thank you!

☐ VISA ☐ MasterCard
☐ American Express ☐ Discover

Acct. #: _____

CVN #: _____ Exp. Date: _____

The CVN is the last 3 digits on the back of your credit card. For American Express, the CVN is the 4-digit number on the front of the card.

Signature: _____

Please write name and address as it appears on your statement.

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____

E-Mail: _____

Mail to: CVVC
5916 Penn Avenue
Pittsburgh, PA 15206

412.482.3240 (p)
412.482.3241 (f)
information@cvvc.org (e)
www.cvvc.org (w)

24-Hour Assistance Helpline
412.392.8582