

## What past participants have said:

"One of the best training (hands-on) experiences I have ever been involved with." *union president*

"This has helped me see a deeper level and possible ways to reach a more complete result."  
*public school administrator*

The trainers are "highly competent professionals who project their dedication both to the principles of mediation and their desire to teach it." *university counsel*

"I appreciated the energy and intelligence of the instructors."  
*work force development consultant*

"If I never mediate a single dispute, the training has been a valuable exercise in negotiating settlements and in learning mediation skills." *attorney & nonprofit institute director*



University of  
Connecticut

Center for Continuing Studies

**Mediation Certificate Program**  
**co-sponsored by**  
**Labor Education Center**  
**The University of Connecticut**  
**Center For Continuing Studies**  
**and**  
**Quinnipiac University School of Law**  
**Center on Dispute Resolution**

## **40-Hour Mediation Training**

**November 3, 4, 5, 11 & 12, 2011**

*Save \$250 if you register by October 1, 2011*

**QUINNIPIAC  
UNIVERSITY  
SCHOOL OF LAW**

## Program overview

Attorneys, businesses, government agencies and public policy makers increasingly are looking to mediation as an efficient, timely and cost-effective alternative to resolving disputes.

If you want to learn more about mediation or want to build a foundation in the application of mediation skills, this highly interactive, experiential program is for you. Space is limited to 30, so register early.

Past participants include:

- attorneys
- human resource professionals
- labor relations specialists
- school principals and superintendents
- business professionals
- state and municipal agency personnel
- university professors and administrators

## Faculty

Lead faculty and program designers, Patricia Worlock Moore, principal of Moore II Resolutions, and William Logue, JD, are highly experienced practitioners and trainers who possess both the theoretical understanding of mediation and the practical skills to engage participants in experiential learning activities.

## Participants will learn to:

- Diagnose causes and types of conflict
- Harness the strength of mediation to resolve disputes in commercial and business affairs, family divorce and child custody, employment relationships, union-management contracts, environmental matters, health care, public policy and other areas
- Design and provide mediation services in a variety of settings
- Identify and practice enhanced skills in listening, re-framing, defusing and containing emotions, and other neutral communication processes
- Manage interest-based negotiations among two or more parties
- Identify mediator styles and modes of practice

## Course features

- Specially designed role-plays and exercises to acquire and test new skills
- Group debriefing sessions
- Opportunities to receive individual feedback
- 250 pages of training and specially selected reading materials

## Location

The program is held at the Quinnipiac University School of Law, 275 Mount Carmel Ave., Hamden, Conn.

## Tuition & registration

The cost of the program is \$1,750 and includes training materials, lunch and refreshments. **Save \$250 if you register by October 1, 2011.**

Cancellations must be received in writing before refunds will be issued.

## For further information

Call 860-486-3417  
Labor Education Center  
The University of Connecticut  
Center for Continuing Studies  
One Bishop Circle, Unit 4056  
Storrs, CT 06269-4056  
Fax 860-486-5221

203-582-3246  
Quinnipiac Center on Dispute Resolution  
Quinnipiac University School of Law 275  
Mount Carmel Avenue  
Hamden, CT 06518-1908  
F a x 2 0 3 - 5 8 2 - 3 2 4 4  
<http://law.quinnipiac.edu/x127.xml>

## Registration form

### Mediation Certificate Program

Name \_\_\_\_\_

Day phone \_\_\_\_\_

Evening phone \_\_\_\_\_

Email address \_\_\_\_\_

Preferred mailing address:

- ☐ Home  
☐ Business

Company \_\_\_\_\_

Street \_\_\_\_\_

City/State/Zip \_\_\_\_\_

☐ Check enclosed made payable to QUSL.

On or before October 1: \$1,500

After October 1: \$1,750

Deadline for registration and payment no later than  
October 28, 2011.

Mail or fax registration form to:

Quinnipiac University School of Law  
275 Mount Carmel Avenue  
Hamden, CT 06518  
Attn: Georgianna Coleman  
Phone: 203-582-5299