

## Training Details

### Pre-requisite:

Mediation Skills and Process,  
or Mediation Experience

### Trainer:

Jonathan Kaufmann, JD

### When:

May 22, 2012  
8:30am-5:00pm

### Where:

Northern Virginia Mediation  
Service  
4041 University Drive, Suite 101  
Fairfax, VA 22030

### Cost:

Early Bird: \$295  
(10 day-advanced registration  
required)  
Regular: \$345

### To register:

Call: 703.865.7261  
Email: [training@nvms.us](mailto:training@nvms.us)  
Fax: 703.246.8992



4041 University Dr.  
Suite 101  
Fairfax, VA 22030

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[www.nvms.us](http://www.nvms.us)

## Advanced Mediation Skills



### Mediation and the Limits of Rationality: Productive Conversations with Difficult Individuals

Having trouble helping difficult clients? This advanced training is intended for mediators and conflict managers handling public, private, and Federal workplace conflict.

This session will improve participant's dispute resolution skills through short lectures, scripted scenarios, videos and exercises, and "fishbowl" role-plays. The trainer will discuss how to employ detailed mediation skills to address workplace discord prior to a formal complaint/grievance process.

Areas of skill-building include:

- ◆ Improving questioning techniques
- ◆ Analyzing and evaluating parties at impasse
- ◆ Resolving deadlocks
- ◆ Exploring alternate approaches for handling evaluative and distributive disputes

CME: Pending MCLE: Pending