



**NATIONALLY  
RECOGNIZED  
TRAINING PROGRAM  
AND TRAINER**

**MARCH 26, 5:30 PM-9 PM  
MARCH 27 & 28, 9:00-5:30 PM**

The Inn at The Colonnade  
4 W University Pkwy. Baltimore, MD 21212

## **20-HOUR ADVANCED MEDIATION AND CONFLICT TRANSFORMATION SKILLS TRAINING WITH A FOCUS ON WORKPLACE ISSUES**

### **TRAINING FOCUS**

### **SPONSORED BY BALTIMORE MEDIATION**

Understanding the workplace mediation process and the nature of workplace conflict  
How to work with EEO and Civil Rights law  
Understanding reactions to conflict in order to control reactivity  
Conflict systems and the value of a relational approach  
Hands-on conflict intervention skills necessary to mediate for co-workers and management  
Communication skills and conflict transformation how-to's  
Individual feedback from trainers addressing participants' specific strengths and areas for continued development and excellence

### **COURSE CREDIT (For Continuing Education Credits)**

Upon completion of training, individuals receive a certificate officially recognized by:  
The Association of Conflict Resolution (ACET)  
The Federal Shared Neutrals Program  
The Maryland Circuit Courts  
The Maryland Program for Mediator Excellence  
The Maryland Board of Social Work Examiners

Continuing mediation education and legal education credits are also available.

**TUITION: \$795 PER PERSON**

**REGISTRATION DEADLINE: FEBRUARY 24, 2014**

INSTRUCTED BY MASTER TRAINER  
**LOUISE PHIPPS SENFT**  
OF BALTIMORE MEDIATION

### **ABOUT LOUISE PHIPPS SENFT, ESQ.**

Ms. Senft is an award-winning pioneer in the field of mediation with more than 20 years of professional experience teaching conflict transformation approaches and skills. She is the lead trainer for Baltimore Mediation and an adjunct professor for the University of Maryland School of Law. She is the author of numerous articles on mediation. Ms. Senft is also a past president of the Maryland Council on Dispute Resolution and a former faculty member for the Harvard Law School Program on Negotiation Insight Initiative. She is the only trainer in the country approved by the Association of Conflict Resolution to teach on any mediation topic. She has pioneered using the Enneagram and Personality in the Alternative Dispute Resolution field and is a certified Enneagram teacher. She has mediated and facilitated over 4000 cases and has taught professionals across the globe in understanding conflict and methods for reducing personal reactivity when in conflict.



## REGISTRATION FORM

### 20-HOUR ADVANCED MEDIATION AND CONFLICT TRANSFORMATION SKILLS TRAINING PROGRAM WITH A FOCUS ON WORKPLACE ISSUES

THE INN THE COLONNADE, 4 W UNIVERSITY PWKY. BALTIMORE, MD

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

E-MAIL \_\_\_\_\_

PHONE NUMBER (DAY) \_\_\_\_\_

PHONE NUMBER (EVENING) \_\_\_\_\_

FAX \_\_\_\_\_

OCCUPATION \_\_\_\_\_

NAME AS YOU WOULD LIKE IT TO APPEAR ON CERTIFICATE \_\_\_\_\_

1. Briefly describe your previous mediation training, if any.

---

---

2. Briefly describe your mediation experience, if any.

---

---

3. What do you hope to receive from this training?

---

---

4. How did you hear about this training?

---

---

#### HOW TO REGISTER

Submit this form and payment by February 24, 2014. You will receive an e-mail confirming your registration. Thereafter, call for availability. Call us for helpful suggestions for hotel arrangements.

#### FAX OR E-MAIL FORM TO:

Baltimore Mediation, 4502 Schenley Rd.,  
Baltimore, MD 21210  
Fax: (443) 524-0850  
E-mail: [office@baltimoremediation.com](mailto:office@baltimoremediation.com)  
[www.baltimoremediation.com](http://www.baltimoremediation.com)

#### PAY WITH CHECK:

Make check payable to Baltimore Mediation. Mail with registration form to our office.

#### PAY WITH CREDIT CARD:

Call our office at (443) 524-0833 to process payment over the phone.

#### CANCELLATIONS:

Must be received by February 29, 2014 for a full refund (less a \$25 processing fee).