



10 N. Russell Road, Albany, NY 12206  
 480 Broadway, LL-32 Saratoga Springs, NY 12866  
 1473 Erie Boulevard, Suite 302, Schenectady, NY 12305

v. 518.446.0356 f. 518.446.0379  
 v. 518.584.6361 f. 518.583.9659  
 v. 518.847.0117 f. 518.847.0117

# 30 HR Basic Mediation Training Course

October 26th, 27th, 28th, 29th, 2015

10 N. Russell Road  
 Albany, NY 12206

9 AM - 5:30 PM

\$475

## About the Training

This 30 Hour training meets the guidelines for the New York Office of Court Administration. The Basic Mediation Training is highly interactive and will present the theory and skills of mediation and conflict resolution through lecture, small group discussion, role play, demonstration, group exercises, and more. Participation in the course is limited to ensure a quality training experience. Attendance at all four days is required to receive the training certificate and lunch is provided.

## Who Should take this Training?

Anyone interested in improving their ability to communicate, work with others in conflict, deescalate arguments, work more effectively with others, help others to process through conflict, and to strengthen and improve relationships. People who have taken this training say it has increased their awareness and understanding of themselves and others in conflict, and transformed methods of problem-solving, communication, and relationships.

## About the Trainer

Elena Sapora is a certified Initial Basic Mediation Trainer by the New York State Unified Court System Office of Alternative Dispute Resolution and Court Improvement Programs. Elena's school experience with peer mediation allowed her to see the meaning and potential in facilitating direct constructive dialogue, and the realizing of its power to strengthen relationships and communities has driven her dedication to this field. She has extensive experience in the field of mediation as a practitioner, center director, and trainer. Additionally, her background in theatre and movement also make this training creatively engaging, meaningful, thought provoking, and fun.

## How to Register

In order to reserve a seat in this training mail in the information in the registration, along with a \$75 non-refundable deposit. Reservation in the class is confirmed upon receipt of deposit. The full payment amount is due on or before October 26th. Make Checks Payable to Mediation Matters and mail to 10 N. Russell Road, Albany, NY 12206.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Occupation: \_\_\_\_\_

How did you hear about this training: \_\_\_\_\_

Why are you interested in taking this training: \_\_\_\_\_

Any dietary restrictions: \_\_\_\_\_

\$75 Deposit -OR-

\$475 Paid in Full

Make Checks Payable to  
 Mediation Matters

Make Checks Payable To: Mediation Matters, 10 N. Russell Road, Albany, NY 12206

We are unable to accept credit cards.





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## Frequently Asked Questions

### Who is Mediation Matters?

Mediation Matters is a nonprofit organization and has been providing dispute resolution services for 35 years. Mediation Matters serves Albany, Rensselaer, Schenectady, Saratoga, Warren, and Washington Counties. Mediation Matters exists to increase the capability of the community to resolve conflict in ways that are non-adversarial and self-determined. Mediation Matters is one of 21 Community Dispute Resolution Centers within the network of New York State which is funded primarily by the Office of Court Administration Office of Alternative Dispute Resolution. Services Mediation Matters provides are mediation and dispute resolution to disputants in Small Claims Court, Family Court including custody, visitation, parenting plans, support, and more, Parent/Teen Mediation including Pre-Pins mediation, Special Education Mediation, Veterans Programming, Reentry, and Lemon Law Arbitration. Mediation Matters also provides Restorative Justice services, Peer Mediation Programming, and works with schools, workplaces, and other community organizations to provide conflict resolution training, facilitation, mediation, program design, and implementation services.

### How do I become a volunteer mediator?

Once you complete the training, you may apply to be a volunteer mediator. To find more information about our apprenticeship and volunteer program, please visit [www.mediationmatters.org/become-a-mediator/](http://www.mediationmatters.org/become-a-mediator/). You can find the application under Resources > Forms and Applications.

### Do I have to attend all four days to gain a training certificate?

Yes, all four days are required.

### Is lunch provided?

Yes, costs cover lunch, snacks, and all materials involved in the training.

### More Questions?

For any questions, please contact Amy Alfonso by phone at 518.584.6361 or via email at [amy@mediationmatters.org](mailto:amy@mediationmatters.org).

