



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 Hour Basic Mediation Training Course

March 7th, 8th and March 14th, 15th, 2016

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. This 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.

Participants gain:

- Skills and techniques for helping people in conflict and conversational facilitation skills
- De-escalation techniques, an ability to elicit root issues of disagreements and how to address them
- An ability to help others engage in constructive problem solving
- An understanding of different dispute resolution practices including benefits and drawbacks
- Interest-based problem solving techniques and improved approaches to communication
- An awareness of personal responses to conflict and how to engage differently and productively
- An improved ability to promote collaboration among colleagues and clientele
- An overview of agreement writing, mediator ethics, and other introductory skill sets

Who Should take this Training?

Professionals who find our training valuable are anyone in management, administration, education, leadership, service coordination, planning, working with the general public, and any other role involving communication and problem-solving.

People who have taken this training say it has increased their awareness and understanding of themselves and others in conflict, transformed methods of problem-solving, communication, and improved relationships.

How to Register:

Participation in the course is limited to ensure a quality training experience. Attendance at all four days is required and lunch is provided each day. In order to reserve a seat in this training call, email, fax, or mail in the information below and mail a \$75 non-refundable deposit. Reservation in the class is confirmed upon receipt of deposit. The full payment amount is due on or before March 7th, 2015.

Make Checks Payable to Mediation Matters and mail to 480 Broadway, LL-32, Saratoga Springs, NY 12866.

Name: _____

Address: _____

Phone: _____ Email: _____

Occupation: _____

How did you hear about this training: _____

Why are you interested in taking this training: _____

\$75 Deposit -OR- \$475 Paid in Full





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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. Some of our primary programs include Small Claims Courts, Family Courts, Parent/Teen, Pre-PINS Mediation, Special Education Mediation, Workplace, Veterans, Reentry, and more. We also provide training and implementation services to workplaces, schools, and community organizations.

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. The realization 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!

More Questions?

For any questions about the training, registration, volunteering, or any other, please contact Amy Alfonso by phone at 518.584.6361 or via email at amy@mediationmatters.org.

