



10 N. Russell Road - Albany, NY 12206  
480 Broadway, LL-32 - Saratoga Springs, NY 12866  
1473 Erie Blvd., 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

October 11<sup>th</sup>, 12<sup>th</sup>, 18<sup>th</sup>, 19<sup>th</sup> // 9:00 AM - 5:30 PM

10 N. Russell Road - Albany, NY 12206

\$550

### About the Training:

This 30-hour training meets the guidelines for the New York Office of Court Administration CDRC Program.

- This highly interactive training will present the theory and skills of mediation and conflict resolution through lecture, small group discussion, role play, demonstration, group exercises, and more.
- Participants will learn skills and techniques for helping people in conflict including de-escalation, facilitation of difficult conversations, and helping parties engage in collaborative problem-solving.
- Participants gain an understanding of different dispute resolution practices.
- Participants will learn about interest-based problem solving and will become more effective problem-solvers.
- 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.

### 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. 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 call, email, fax, or 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 11<sup>th</sup>. Registration information should be mailed to 10 N. Russell Road, 2nd Floor - Albany, NY 12206, or faxed to (518) 446-0379, or emailed to [bfrazier1@mediationmatters.org](mailto:bfrazier1@mediationmatters.org). For questions call our Albany Office at (518) 446-0356.

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

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

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

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

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

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

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

Dietary restrictions: \_\_\_\_\_

- \$75 Deposit  
or  
 \$550 Paid in Full

Make checks payable to  
Mediation Matters.



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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 over 35 years. Mediation Matters serves Albany, Rensselaer, Saratoga, Schenectady, 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.

### **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 process through conflict, and strengthen and improve relationships.

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

Professionals who find our training valuable are anyone in management, administration, education, leaders, coordinators, planners, working with the general public, or any other role involving communication and problem-solving.

### **Will this prepare me to apply to a Community Dispute Resolution Center to be a volunteer mediator?**

Yes. To apply to be a volunteer with Mediation Matters, submit a Volunteer Application Form after the completion of your Basic Mediation Training. Mediation Matters staff will schedule an interview with you to discuss our Apprenticeship process in more depth.

### **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 Brennan Frazier by phone at (518) 446-0356 or by email at [bfrazier1@mediationmatters.org](mailto:bfrazier1@mediationmatters.org).