

30-HOUR GENERAL SKILLS MEDIATION TRAINING

4-day Course

8:00 am - 5:30 pm each day

CLE: 22.5 Standard, 4.25 Ethics, 3.5 Elimination of Bias credits to be applied for Rule 114 Qualified course for inclusion on the MN Supreme Court Neutral Roster

Course Description

Mediation is a flexible and creative process that offers individuals and groups in conflict an opportunity to find mutually acceptable resolutions to their issues and concerns. The mediator is a neutral facilitator, who uses the process of mediation to create an environment for parties to communicate effectively, explore their underlying interests and find constructive outcomes.

This course provides a five-step mediation structure and emphasizes mediator tools and strategies for effective conflict intervention. The stages of the mediation process are demonstrated by use of a video dramatization created especially for this training. It also examines the causes of conflict, cultural issues in mediation and ethical concerns.

Trainees experience a supportive learning environment that includes hands-on exercises, group discussion, multimedia presentations and simulations with individualized feedback from experienced coaches. The simulations include a variety of disputes. Our trainers are experienced mediators who create an engaging atmosphere that encourages experimentation and participation. Trainees find this course invaluable in their professional lives, in formal mediation settings and for daily conflict management.

Who should attend:

The course is designed for people from all professional backgrounds: managers hone their conflict management skills; lawyers find new ways to help clients solve problems; judges are challenged to expand their approach to resolving lawsuits; human resource professionals gain an invaluable tool. Counselors and therapists, public employees, educators, health care professionals and bartenders have all incorporated mediation skills learned in this training into their jobs.

Syllabus

- Dispute Resolution Alternatives and Mediation
- Pictures of Conflict
- The Mediation Process and the Role of the Mediator
- Setting the Stage
- Interests, Issues and Reasons to Settle
- Generating and Evaluating Options
- Coaching and Helping Parties Make Offer
- Breaking Impasse
- Power Imbalance and Difficult Situations
- Closing the Mediation
- Tools for Analyzing Conflict
- Multicultural Issues and Diversity in Mediation
- Preparation, Legal Context, and Ethics II

The Trainers:

AIMEE GOURLAY Aimee Gourlay, Executive Director at Mediation Center for Dispute Resolution in Affiliation with Hamline University, joined the Center in 1993. She is a facilitative conflict resolver who focuses her practice on public policy and pre-litigation issues, working with stakeholders to enhance communication and address conflicts before they escalate. She is also an Adjunct Professor, teaching ADR at William Mitchell College of Law, is a frequent presenter at national conferences and is on the U.S. Institute for Environmental Conflict Resolution National Roster of Environmental Dispute Resolution and Consensus Building Professionals.

SUSAN D. MAINZER Susan D. Mainzer was named a Leading American Attorney in the alternative dispute resolution (ADR) areas of employment, commercial law and family matters. She is an experienced ADR practitioner, a trainer, retreat facilitator, workplace coach and organizational development consultant.

Susan is recognized for her expertise in helping people in highly conflicted relationships and from diverse backgrounds reach agreements. She frequently mediates family and other interpersonal cases, or serves as a parenting plan expeditor. She is often asked to serve as a Moderator for divorce settlement conferences in Ramsey County. She regularly mediates workplace disputes, insurance and business matters.

Ms. Mainzer has provided trainings in negotiation, family and civil mediation for Mediation Center and the American Arbitration Association. She was among ten American mediators chosen to participate in an international cross cultural conflict resolution study held in Germany. As an organizational development consultant, she helps design innovative conflict management processes, coaches individuals in conflict resolution strategies; she creates customized trainings in communication and appreciative inquiry to improve the workplace climate.

Susan Mainzer is a Practitioner Member of the Association for Conflict Resolution. She is a qualified neutral for family, contracts, personal injury and employment cases under Rule 114 of the Minnesota General Rules of Practice. Ms. Mainzer earned her law degree from the University of Wisconsin's School of Law. She previously staffed the Minnesota Senate's Public Utilities Committee and the Minnesota House's State Departments Appropriations Committee. From 1999-2001 she worked at the Metropolitan Council as an internal facilitator, trainer and organizational development consultant.

Since 1986, Susan has served as an arbitrator and mediator on the American Arbitration Association's commercial panel. She mediates family cases for Catholic Charities, Ramsey County Family Court, and Mediation Center. In 1998, she was trained to mediate postal service employment discrimination claims in Minnesota. Susan Mainzer was selected to join the Wisconsin and Minnesota State Special Education Mediation Panels. She has been mediating special education cases since 1997.