

# 40-Hour Professional Mediation Training

sponsored by

University of Colorado at Boulder, Office of Student Conduct, Student Mediation Services;  
CU Law School's Legal Alternative Dispute Resolution Student Group; and Mares-Dixon & Associates

This training will teach you the basic skills you need to mediate disputes. It meets the training standards approved by the Colorado Bar Association and the Colorado Council of Mediators & Mediation Organizations.

**Dates:** February 25-27 and March 5-6, 2011

**Time:** 8:30AM-5PM

**Location:** Wolf Law Building, CU-Boulder

**Fee:** \$925 (*CU students and staff, contact us for a discount*)

Certified by  
Colorado Bar  
Assoc. for  
40 CLE Credits



**About the Trainer: Judy Mares-Dixon**

Judy Mares-Dixon has worked in the conflict resolution field since 1986 as a trainer, mediator, coach, facilitator, consultant, and dispute resolution systems designer on three continents. Ms. Mares-Dixon has applied alternative dispute resolution procedures in the private and public sectors at the local, state, and federal levels. Ms. Mares-Dixon has trained human resource personnel, union officials, managers, lawyers, advocates, social service personnel, educators, law enforcement personnel, community organizers, and medical professionals in mediation, negotiation, coaching, facilitation, resolving cross-cultural issues and dispute resolution system design. More information at: <http://dixonmediation.com>.

**Registration Form:**

Name: \_\_\_\_\_  
Org/Dept: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Send this form along with Check or Money Order to:**

**Space is Limited!**  
Register Now to  
Reserve your Spot!

University of Colorado at Boulder  
Office of Student Conduct  
Student Mediation Services  
Regent Administration Center, 1B72  
010 UCB  
Boulder, CO 80309-0010

*Sorry – No credit cards accepted.  
Make Check or Money Order out to: "University of Colorado"*

Questions? Contact Gina Bata at [bata@colorado.edu](mailto:bata@colorado.edu) or 303-492-0316

## 40 Hour Professional Mediation Training

This training will teach you basic skills for mediating disputes. The program meets the 40 hour training standards approved by the Colorado Bar Association and the Colorado Council of Mediation Organizations.

FEB 25	8:30 AM – 5:00 PM
8:30	Welcome and Introductions  Course Overview and Expectations Overview of Mediation Definition of mediation Theory of mediation Benefits of the process Characteristics of effective mediators Clarifying roles Mediation Models
9:00	An Overview of Conflict, Relationship issues Data problems Values Disputes Structural constraints An Overview of Conflict, Relationship issues Data problems Values Disputes Structural constraints
12:30	Lunch (on your own)
1:30	What People Bring to Mediation How People Negotiate The Mediator's Roadmap Mediation Demonstration Demonstration Discussion
5:00	Adjourn

FEB 26	8:30 AM – 5:00 PM
8:30	Review and Preview The Mediation Process, Part I: Preparation Opening and structuring the session Parties' sharing of perspectives Issues and problem clarification Coaches Introductions and Mediation Simulation I Communication Skills for Mediators, Part I: Effective Listening and Managing Emotions
12:30	Lunch (on your own)
1:30	Communication Skills for Mediators, Part II: Framing and Reframing The Mediation Process, Part II Generating options Evaluating options Developing effective agreements Reaching closure Mediation Simulation II Helping Parties Raise Conflict Constructively
5:00	Adjourn

FEB 27	8:30 AM – 5:00 PM
8:30	Review and Preview
8:40	Using the Caucus in Mediation The Caucus Demonstration Mediation Simulation III: Part I
12:30	Lunch (on your own)
1:30	Mid-course Review The Conflict Analysis Mediation Simulation III: Part II Dealing with Deadlocks in Mediation
5:00	Adjourn

MAR 5	8:30 AM – 5:00 PM
8:30	Review and Preview
8:40	Cultural Issues in Mediation Mediation Simulation IV Managing Power Imbalances in Mediation
12:30	Lunch (on your own)
1:30	Mediating Money Matters Co-Mediation Simulation V Plenary Debrief of Simulation
5:00	Adjourn

MAR 6	8:30 AM – 5:00 PM
8:30	Review and Preview
8:40	The Challenges of Multi-Party Mediation Mediation Simulation VI
12:30	Lunch (on your own)
1:30	Mediating Across Generations Philosophy and Best Practices of Successful Mediators Mediator Ethics Course Evaluation and Distribution of Certificates
5:00	Adjourn

**Contact Information:**  
Student Mediation Services  
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Location: Regent Admin Ctr. 1B72