

**REGISTRATION FORM:**

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

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

Organization: \_\_\_\_\_

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

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

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

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

*I am registering for the following course:*

\_\_\_\_\_ *May 17, 2022*  
*Enclosed is my training fee.*

\_\_\_\_\_ *Please send me information on future courses.*

*Class size is limited.*  
*Early registration is encouraged.*

**Send Registration and Payment to:**  
*Iowa Mediation Service*  
*1441–29th Street, Suite 120*  
*West Des Moines, IA 50266*

**The Value of Mediation**

Resolving conflicts is a goal most of us have. However, it is not always easy. Often there are many issues which must be addressed, regardless of the context of the conflict. Roles, rights, responsibilities and relationships need to be realigned and issues must be resolved in order to allow parties to move beyond the conflict.

Mediation offers people the tools they need to maintain control over decisions in their lives. Mediation encourages cooperation and participation of all parties in making the decisions that affect their lives, families, careers, and future. As a result, agreements are more inclusive and more likely to be honored by all parties.

**Who Should Attend**

Experienced mediators who wish to enhance their mediation skills and techniques should consider attending this training!

**In this Course You Will Learn**

- How to handle elements of complex mediation cases.
- How to recognize power imbalance and to assist parties in finding their own power.
- How to build rapport, change tempo, shift power, reality-test, and provide options within the mediation process.
- How to recognize and respond to ethical dilemmas that arise in face-to-face and online mediation.



**ADVANCED  
MEDIATION SKILLS  
TRAINING**



*May 17, 2022*

**LIVE VIRTUAL TRAINING**

Iowa Mediation Service, Inc.  
1441–29th Street, Suite 120  
West Des Moines, IA 50266

Phone 515-331-8081  
[www.iowamediationservice.com](http://www.iowamediationservice.com)

## Previous trainee comments:

*“Great balance—I really liked the flexibility to go with the teachable moments!”*

Organizational & Professional Development Professional

*“I have loved the training, I love hearing your stories and learning from your experiences, and you have only made me more sure this is a skill I want to learn and a practice area I want to build!”*

Attorney

## The Course

This one-day training is designed to provide advanced mediation skills to trained mediators. The training focuses on the philosophy of mediation, advanced mediation skills/techniques, communication, de-escalation of emotionally charged situations, power dynamics and ethical considerations.

The class will move participants beyond basic mediation skills and techniques. Iowa Mediation Service (IMS) staff will utilize their many years of mediation experience to explore the possibilities which exist within complex cases.

The course provides 8.0 hours of advanced mediation skills training.

## Course Outline

Specific issues to be covered include:

- The Philosophy of Mediation and the Spectrum of Approaches.
- Handling Power Disparities and Strategies for Working with Highly Competitive Parties.
- Implementing Advanced Mediation Techniques. Creating a Streamlined Mediation Process.
- Communication Across Culture and Understanding Implicit Bias.
- The Use of Questions to Build Rapport, Change Tempo, Shift Power and Reality-Test.
- Ethical Considerations and Best Practices in Face-to-Face and Online Mediation.

### LIVE VIRTUAL TRAINING

***Participants will receive a link to join the training.***



**This training is approved for 7.5 total hours Continuing Legal Education (CLE) with 1.0 hour Ethics and 1.0 hour Diversity approved. Activity Number 372076.**

**NASW—Iowa Chapter has determined that this program meets the criteria of the Iowa Board of Social Work for continuing education.**



## Trainers

The lead trainer will be Kiley Fleming, Ed.D, PHR, SHRM—CP, Executive Director of IMS.

Kiley will be joined by the Iowa Mediation Service staff, all of whom have extensive mediation and training experience and will give participants individual attention and feedback.

## Fees and Arrangements

**The course schedule is:**

Tuesday, May 17, 2022

8:30am to 4:30pm

One hour of assigned work to be completed prior to the start of training.

Short breaks will be given throughout the day and a one hour break will be given for lunch.

**Training Fee:**

The cost is \$200.00

**Contact:**

*Elena Greenberg, J.D.*

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Phone: 515-331-8081