

## REGISTRATION FORM:

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

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

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

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

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

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

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

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

I am registering for the following:

*Mediation and Conflict  
Management*

*May 8, 9, 10, 16, 2023*

*Please send me information on  
the Advanced Concepts course.*

*I am interested in 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*

**Register and Pay Online at :**

*www.iowamediationservice.com*

### **The Value of Mediation & Conflict Management Skills**

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.

Conflict Management offers people the opportunity 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.

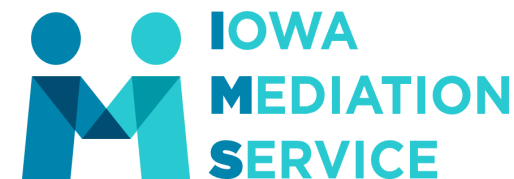
### **Who Should Attend**

Individuals who want to learn the basic theory and skills necessary to formally practice mediation as an expansion of their present work, and for those who desire to understand how conflict management strategies, negotiation skills, and problem-solving techniques might be effectively integrated into their personal and professional lives.

### **In this Course You Will Learn**

The practical skills, strategies, and techniques necessary for successful mediation and conflict management.

- How to identify the causes of conflict and how to develop the tools needed to handle elements of a conflict.
- How to handle power disparities and help parties recognize their power.
- How to consider the place of mediation within the legal system and how to respond to ethical dilemmas that arise in



## **MEDIATION AND CONFLICT MANAGEMENT**



*May 8, 9, 10, 16, 2023*

*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:

*"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

*"Great balance—I liked the flexibility to go with the teachable moments!"*

Organizational & Professional Development Professional

## The Course

The 32-hour course is designed to teach the mediation process as utilized by Iowa Mediation Service (IMS). The training focuses on mediation, conflict management skills, the role of the mediator, and the techniques of negotiation.

This class will introduce the participants to the subject of conflict management and the process of mediation. To prepare individuals to become mediators and conflict managers, the training will teach the necessary skills and strategies, as well as help participants develop their personal style.

The training program includes lectures, video presentations, structured exercises, role-playing, virtual learning, group discussion, and self-study activities.

## Course Outline

Specific issues to be covered include:

- Overview and introduction to conflict management, negotiation and mediation.
- Conflict styles, skills, strategies and techniques.
- How to structure the process.
- Negotiation and settlement strategies: analyzing the dispute.
- The use of experts and advocates in mediation.
- Ethical issues, including confidentiality.
- Handling impasse and power disparities.
- Understanding implicit bias.
- Decision-making in mediation.
- Communication styles.
- The use of questions in conflict management.
- Online mediation skills.

***This training is approved for 30.0 total hours Continuing Legal Education (CLE) with 1.0 hour Ethics and 1.0 hour Diversity. Activity Number 380267.***



## Trainers

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

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

## Fees and Arrangements

**The course schedule is:**

### (VIRTUAL LEARNING)

May 8, 2023	8:00am to 4:30pm
May 9, 2023	8:00am to 4:30pm
May 10, 2023	8:00am to 12:00pm
May 16, 2023	8:00am to 4:30pm

**Note:** Short breaks will be given and a half-hour break will be given for lunch.

Independent Study assigned prior to training.

### Training Fee:

The standard registration cost is \$850.00. Early registration fee is \$800.00 if payment is received no later than April 3, 2023.

### Contact:

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kathy@iowamediationservice.com