



Introductory Course for

ADR: Mediation, Arbitration and Negotiation

Friday, February 3, 2012
Saturday, February 4, 2012
Saturday, February 11, 2012

8:30 a.m. – 5:00 p.m.
1300 Civic Drive, Walnut Creek, CA 94596

Presented by Thomas W. Cain*
Approved for 21 hours MCLE credit

To register, call 925-937-3008 or complete and return the attached form.

Registration fee: \$375.00

*or take advantage of our early bird special and
register by 1/20/12 for only \$275.00!*

*Please visit our website at www.congressofneutrals.org for curriculum vitae.

TRAINING OVERVIEW: This intensive 25-hour training provides both experienced mediators and those new to the field with the perspective and skills necessary to mediate successfully. The course will cover the history and psychology of conflict resolution, mediation theory and the process of mediation. Participants will have the opportunity to create and refine mediation techniques, develop superior communication and negotiating skills and learn ways to handle interpersonal dynamics that impede resolution. Emphasis is placed on clarifying issues and goals and creating a fair playing field. Mediator ethics and the law governing mediation practice are also explored. Each participant will have the opportunity to practice all phases of mediation.

MEDIATION MENTORING PROGRAM: Through its Contra Costa County Superior Court mediation program in small claims, unlawful detainer and civil harassment cases, The Congress of Neutrals provides new mediators who have completed this 25-hour training an opportunity to gain practical mediation experience under the supervision of experienced mediators. Please visit our website at www.congressofneutrals.org for further information.

1300 Civic Drive, Suite 102, Walnut Creek, CA 94596

REGISTRATION

Course name & date _____

Name _____

Print legibly for certificate

Firm or Organization _____

Address _____

City _____

State _____ Zip _____

Day phone _____ Email _____

Special Needs _____

Return completed registration form with registration fee to:

**The Congress of Neutrals
1300 Civic Drive, Suite 102
Walnut Creek, CA 94596**

Questions? Contact us at (925) 937-3008 or visit our website at www.congressofneutrals.org to learn more about all of our training and education programs, including our 40-hour trainings!

