

CONFLICT RESOLUTION & MEDIATION SKILLS

APRIL 2010

A 40 HOUR PRACTICAL AND HANDS-ON TRAINING

OAKLAND UNIFIED SCHOOL DISTRICT FAMILY & COMMUNITY OFFICE
2111 INTERNATIONAL BLVD.
OAKLAND, CALIFORNIA 94606

SEEDS
Community Resolution Center

Services that Encourage
Effective Dialogue and Solutions

Friday, 04/09 6:30-9:00pm
Sat-Sun, 04/10 & 04/11 9:00-5:00pm
Sat-Sun, 04/17 & 04/18 9:00-5:00pm
Monday, 04/19 6:30-9:00pm

Workshop Fees: \$400.00
breakfast, lunch and snacks included on full days

*Full and partial
scholarships available.
No one turned away for lack of funds*

Come join us for this highly interactive and experiential training to explore conflict and mediation. This 40 hour training/certificate program will explore the SEEDS Mediation Model.

TOPICS AND SKILLS TO BE COVERED INCLUDE:

- ◆ Communication Skills: Active listening, empathizing, asking clarifying questions, checking assumptions, identifying possible solutions.
- ◆ Conflict Styles: Identifying and dealing with different conflict styles.
- ◆ Culture & Cultural Identity: The impact race, ethnicity, gender, class, sexual orientation, education etc. have on conflicts.
- ◆ Mediation Skills: Maintaining impartiality and respect; identifying and framing issues; facilitating communication and negotiation; dealing with power dynamics, biases, feelings and assumptions.
- ◆ Learn SEEDS Mediation model.
- ◆ Practice Sessions: Extensive mediation practice in small groups with coaching.

TO RECEIVE THE CERTIFICATE YOU WILL BE REQUIRED TO PARTICIPATE IN TWO
ADDITIONAL PRACTICE SCENARIOS AT OUR OFFICE AFTER COMPLETION OF TRAINING.

WHO WE ARE:

SEEDS (formerly East Bay Community Mediation) has devoted the last 25 years to providing affordable, effective and constructive forums to resolve disputes. These involve relationships between families, neighbors, landlords and tenants, or students, teachers and parents in schools. Parties may request mediation and/or facilitation services. SEEDS works with nonprofits, small businesses or to support the resolution of community concerns: neighborhood conflicts, land-use and development, and city decisions about neighborhoods, traffic, zoning and building. SEEDS also provides training in Facilitation skills.

MISSION:

We cultivate common ground and help people resolve conflict in our diverse communities through mediation, facilitation and training.

TO REGISTER OR ASK QUESTIONS CONTACT
SEEDS COMMUNITY RESOLUTION CENTER AT:
510-548-2377 OR EMAIL: INFO@SEEDSCRC.ORG
1968 SAN PABLO AVENUE, BERKELEY, CA 94706
REGISTRATION DEADLINE APRIL 3, 2010

