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## *Comments from Attendees*

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- “This was the **best learning experience** I have had since college. The training was **well-planned and well-executed**...an A+ in every category.”
- “The information in the training **binder was great and extensive.**”
- “The **presenters were top notch.** I was engaged throughout the training, from beginning to end.”
- “The training provided **excellent written and verbal information.** This training was excellent and I appreciate it very much.”
- “The **materials and presenters and coaches were all great.** The large number of role play practices was awesome and the chance to interact with coaches was great too.”
- “**The coaching was great! Several different styles were presented** and it allowed me to choose which to incorporate into my own style.”
- “This subject was new to me, and **all the information presented helped me to understand better.** Coaching was beneficial because of the diverse styles of the trainers.”
- “The **coaching provided by different trainers was so helpful** in demonstrating the different styles of mediation.... Without that diversity in presenters and coaches we would be less likely to develop and trust our own instincts.”

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## *What is Mediation?*

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Mediation is a voluntary, confidential process in which two or more parties share perspectives and work together to create their own solutions. Mediators, the neutral overseers of the discussion, assist the parties in reaching a resolution through the application of a mediation process and the use of targeted communication skills.

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## *About the Center for Dispute Resolution*

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The Center for Dispute Resolution (CDR) is located on the campus of Missouri State University in the Department of Communication. The CDR provides services and supports programs that help individuals, organizations, and communities deal with conflict in positive and productive ways, including:

- Basic and Advanced Mediation Trainings,
- Presentations, Workshops, and Consultations,
- Facilitation Services,
- Graduate and Undergraduate Certificate Programs in Conflict and Dispute Resolution,
- Mediation Referrals and Services,
- Victim-Offender Mediation Programs,
- Educational/Research Services,
- and Community Programs

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Help others resolve their disputes,  
preserve relationships,  
and handle the conflicts in their lives.

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*Civil and Family*

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# Mediation Training

Provided By



**The Center for  
Dispute Resolution**  
at Missouri State University  
Dept. of Communication

(417)836-8831, \* CDR@MissouriState.edu  
PCOB 212, 901 S. National, Springfield MO 65897

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## About the Training

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The Center for Dispute Resolution at Missouri State University, in collaboration with the Alternative Dispute Resolution Program at Washington University School of Law, offers Civil and Family Mediation Training twice each year in Springfield, Mo.

In this highly interactive 3-day (civil mediation) or 5-day (civil and family mediation) training participants develop their mediation skills through role-plays and interactive exercises and receive one-on-one coaching from experienced mediators with a variety of backgrounds.

The training covers a variety of topics, including:

- The causes and dynamics of conflict,
- Listening skills,
- Negotiation theory,
- Interests vs. positions – getting at the real goals in a conflict,
- Diversity, power, and conflict,
- Reframing and conflict de-escalation techniques,
- Mediation styles and techniques, and much more.



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## Why Choose the CDR's Mediation Training ?

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The CDR at Missouri State University has been providing outstanding mediation trainings since 2004. What makes these trainings stand out?

### Content

- The CDR's mediation training meets Missouri Supreme Court Rule 17 and 88 educational guidelines for civil and family mediators. The training has also previously been approved for mediators in Kansas and Arkansas and meets the training requirements for many other states.
- The CDR's mediation training has been approved for Continuing Education credit for attorneys (CLE), social workers, counselors, and human resource professionals.



### Quality

- The training is provided by an academic institution with a record for high-quality education in the conflict resolution field.
- Participants receive detailed training materials, including a binder packed with more than 400 pages of invaluable information and resources. These materials are updated and expanded with each training.
- The CDR is committed to providing high-quality educational events, and the details of each training are carefully planned to maximize the time spent learning.

### Multiple Perspectives

- Mediation is not an exact science or a cookie-cutter process. Rather than providing just one viewpoint on how mediation is done, CDR mediation trainings offer multiple perspectives through the use of various trainers and coaches with expertise in the many topic areas covered.
- Participants receive extensive one-on-one coaching and evaluations of their skill development from coaches with a wide range of experience in a variety of types of civil and family mediation.

### Value

- The CDR's training registration fee includes all training materials (including a binder of 400+ pages of material and the book *The Mediator's Handbook* by Beer and Stief), as well as breakfast, lunch, and snacks each day.
- The CDR's mediation training is a great value compared to similar trainings in the region.