

# Resolve and Thrive: Advanced Tactics for Mediators (Guerrilla Mediation and More)

Presented by Robert Benjamin

February 20-21, 2009 \* Missouri State University \* Springfield MO

This **advanced mediation training** addresses topics that are sure to be of interest to anyone who uses mediation or negotiation skills. Topics to be explored include the following:

- The Activist Mediator
- Negotiation beyond “interests and needs”
- Avoiding and managing impasse
- Creative problem-solving
- Marketing mediation
- Economics of practice
- The politics of mediation practice
- Professional and ethical issues

These topics provide a brief overview, but it is difficult to summarize and fully explain the depth of the training here. Please visit [www.MissouriState.edu/CDR](http://www.MissouriState.edu/CDR) to view a complete training outline and detailed training overview. **This 2-day session will emphasize practical practice strategies, techniques, and skills, and examples and simulations will be taken from all dispute contexts**, including, business and commercial, personal injury, family and divorce, health care, and workplace disputes. The seminar is designed for the advanced practitioner; however, the issues and topics are relevant for the novice as well.

## About the Presenter

**Robert Benjamin, J.D., M.S.W.**, has been a practicing attorney since 1975 and a practicing mediator since 1979. He presents negotiation, mediation, and conflict management trainings around the world, and he has developed an approach to negotiation and mediation that takes into account that the parties who come to the table often start off behaving in unreasonable and emotional ways. He believes that if mediation is to develop and flourish, it must be good business. **People need not be calm and rational to effectively negotiate.** They can negotiate, even if they are angry and frustrated, and the mediator should begin with the parties where they are in their thinking, not where he or she would like for them to be. In this training Benjamin will discuss many of his unique tactics and strategies to help mediators “survive and thrive” as they resolve conflicts.

## To Register or for More Information

Contact the CDR at (417) 836-8831 or [CDR@MissouriState.edu](mailto:CDR@MissouriState.edu) or visit [www.MissouriState.edu/CDR](http://www.MissouriState.edu/CDR) for more information or to register. A total of **14 CE credits are available, including 2.5 ethics credits!** Register early to reserve your spot at this training event



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