

This training is offered by an **academic institution** with a reputation for **high-quality** conflict management education.

Learn from over 20 **expert presenters and coaches** with backgrounds in a variety of types of mediation.

Multiple learning modalities help you **develop your mediation skills** through lectures, role plays, interactive exercises, and discussion.

## What is Mediation?

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.

## About the Center for Dispute Resolution

The Center for Dispute Resolution (CDR) is an organization located in the Department of Communication at Missouri State University. The CDR supports education, programs, training, and research related to managing conflict.

### For More Information

[www.MissouriState.edu/CDR](http://www.MissouriState.edu/CDR)

417-836-8831

[CDR@MissouriState.edu](mailto:CDR@MissouriState.edu)

**Missouri State**

DEPARTMENT of  
COMMUNICATION

Missouri State University is an Equal Opportunity/Affirmative Action/Minority/Female/Veterans/Disability/Sexual Orientation/Gender Identity Employer and Institution.

# Civil and Family Mediation Training



OFFERED IN MARCH AND OCTOBER VIA ZOOM:

## The Center for Dispute Resolution

[www.MissouriState.edu/CDR](http://www.MissouriState.edu/CDR)

[CDR@MissouriState.edu](mailto:CDR@MissouriState.edu)

417-836-8831

**Missouri State**

DEPARTMENT of  
COMMUNICATION

## Participant Feedback:

*“This was the **best learning experience** I have had since college. The training was **well-planned and well-executed...an A+ in every category.**”*

*“Even via Zoom, I felt **continually engaged with the group as a whole.**”*

*“It was beneficial to learn from **experienced mediators.** It was helpful to learn about and hear the **different styles** of mediators who have been successful.”*

*“I thought that the **role playing** was a vital part of the training. The **feedback from the coaches** was an extremely important way of learning.”*

*“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.”*

*“Wonderfully organized program - the **balance of information and practice** with **different coaches** was perfect.”*

*“The **mediation techniques** taught in the first few days will be very **helpful in every aspect of my life.**”*

*“This was one of the **most engaging trainings** that I've participated in or even conducted. “*

# Why Choose CDR Training?

The Center for Dispute Resolution (CDR) at Missouri State University has been providing outstanding mediation trainings since 2004.

**Content:** In this highly interactive 3-day (civil mediation) or 5-day (civil and family mediation) training covers a variety of topics, including the following:

- 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,
- Ethical considerations, and much more.

**Multiple Perspectives:** Unlike other mediation trainings that include only one or two instructors, the CDR's mediation training incorporates multiple perspectives from over 20 expert presenters and coaches with a variety of types of mediation experience and professional backgrounds.

**Certified Training:** The CDR's mediation training meets Missouri Supreme Court Rule 17 and 88 educational requirements for mediators, and has previously been approved for mediators in other states including Arkansas, Kansas, Illinois, Texas, and Louisiana.

**CE Credits:** The training provides between 20-40 hours of continuing education credit and has been previously approved for CLE, NBCC, NASW, SPHR/PHR, and CEU credit.

**Value:** This training offers an unparalleled value, and training registration fees include the following:

- A 700+page interactive pdf of training materials and supplemental resources
- *The Mediators Handbook* by Beer, Packard, Stief, and Gates
- Access to the training's Google Classroom

Visit the CDR website for current registration fees. Partial need-based scholarship assistance is available, and early registrations qualify for a discounted rate.

**Times and Location:** Training is offered twice yearly in March and October over the course of 3 - 5 consecutive days, from 8:30 a.m. - 5:00 p.m. each day at via Zoom. The CDR is experienced with offering highly interactive online training that incorporates lecture, small group activities, discussion, role play, and other dynamic elements in a socially-distanced format.

**Register Now:** Seats in this training are limited and the event regularly fills to capacity, so early registration is recommended. Register online at [www.MissouriState.edu/CDR](http://www.MissouriState.edu/CDR) or call 417-836-8831.