



Center for Conflict Resolution

MEDIATION SKILLS TRAINING

The Center for Conflict Resolution's (CCR) 40-hour Mediation Skills Training is designed to provide a foundational understanding of the mediation process while simultaneously developing critical dispute resolution skills, such as:

- Creative Problem Solving
- Interest Based Negotiation
- Managing Emotionally Charged Situations
- Reality Testing
- Active Listening
- Effective Questioning
- Mediating Multi-Party Disputes

THE CCR ADVANTAGE

The heart of the CCR learning experience is simulated mediation and individualized coaching. Trainees spend the bulk of course time in simulated role-play mediations, honing skills in a practical setting under the guidance of our experienced mediator-trainers. These coaches, present for the *entirety* of each mediation simulation, provide the concrete and customized feedback necessary to put mediation theory into practice. They identify specific areas of potential development and help steer each trainee toward their highest potential. Class size is limited to ensure that a **maximum 4:1 trainee to trainer ratio** is sustained, and that each trainee receives a minimum 5 hours of focused simulation with a coach dedicated specifically to them. These simulations are enhanced by a series of lectures, discussions and demonstrations on varying topics, from Agreement Writing to Ethics and other ADR models.

CCR's Mediation Skills Training program has been approved by the Presiding Judges of the Law, Chancery and Domestic Relations Divisions of the Circuit Court of Cook County as satisfying one of their requirements to become a certified Mediator in Cook County. As such, all trainees who complete the 40-hour course will receive a certificate validating their status. While there is currently no uniform national standard for certification, CCR's 40-hour course meets many other local training conditions. (Please refer to point 20.08 of Local Rule 20 enacted pursuant to Supreme Court Rule 99 for more information on Cook County's mediation certification requirements <http://www.cookcountycourt.org/aboutthecourt/countydepartment/lawdivision/courtannexedcivilmediation/courtapprovedmediationtraining.aspx>)

The 40-hour course has been approved by the **Illinois MCLE Board for 33 hours of MCLE credit**. Attorneys are asked to provide their ARDC number and pay an additional \$33 administrative fee when registering. CCR is also an accredited provider of **Social Work CEU's**. Those looking to receive CEU credit must provide their license number during registration.

THE MEDIATOR

Over the last few decades, mediation has grown more and more popular. Today, mediators are routinely chosen to help conflicting parties reach mutually acceptable agreements in corporate, employment, construction, real estate, environmental, healthcare, personal injury, family, public policy, intellectual property, religious and community disputes.

CCR maintains that no particular educational, employment, professional and/or experiential background makes a better mediator than any other. CCR has trained people from all walks of life: social workers, human resources specialists, attorneys, therapists, teachers, managers, executives, ministers, doctors, consultants, police officers, students and others.

TRAINING TIMES AND DATES

CCR conducts Mediation Skills Training at our downtown loop offices (11 East Adams, Chicago, Illinois, Suite 500) throughout the year. Please look to www.ccrchicago.org/training-programs.html for upcoming dates. The 40-hour course is typically spread over five-days, running from 8:30am-5:00pm each day.

Additionally, CCR regularly provides customized Conflict Management Workshops for groups, organizations and corporations. Workshops are designed on a case-by-case basis, and tailored specifically to client needs. We ask that you contact CCR directly to discuss in detail and request a quote.

REGISTRATION

The cost of Mediation Skills Training is **\$1,595**. A reduced "Early Bird" rate of \$1495 applies to those that are able to register and pay-in-full more than 28 days before a given training session begins.

To register, please visit our website at <http://www.ccrchicago.org/training-programs.html#MST> to access our secure online registration form. A \$300 deposit or the full payment will reserve your place in our training. Full payment for the training must be received **no later than 28 days before the first day of the training**. *No refunds or credits toward future trainings can be given for cancellations made less than 28 days before training begins.*

CONTACT INFORMATION

For further information contact the Training Department at (312) 922-6464, extension 15, or via email at training@ccrchicago.org.