Program Goals

- Overview of Conflict Resolution
- Understanding of Mediation Models
- Art of Neutral Observation
- How to Negotiate Collaboratively
- Skills to Become a Mediator

Target Workshop Topics

- Personal Conflict Management Style
- Mediator Role & Intervention Skills
- Communication Strategies
- Active Listening
- Role Playing Exercises

Mediation Training

Community Action has administered the Alternative Dispute Resolution Program (ADR) since 1996 and since then has offered individuals the opportunity to become certified mediators and make a difference in their community through mediation. Mediation helps resolve disputes before they escalate to violence and/or litigation.

The training consists of 25 hours of in-class training plus several sessions of court training (observations and coulings) and meets the certification requirements under the California Dispute Resolution Programs Act of 1986. All class requirements must be completed within 6 months from date of final class session.

Phone: (951) 955-4900
Fax: (951) 955-9089
2038 Iowa Ave., Suite B-102, Riverside, CA 92507

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capriverside.org
County of Riverside Community Action Partnership
Dispute Resolution Center - Mediation Training
Registration Form

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Cost:
Early Bird Registration Fee for spring training (by 4/10/20): $300
Late Registration Fee: $350

Training Information
April 18 & 25, & May 2, 2020;
8:00 a.m. to 5:00 p.m.
Desert Hot Springs WIC/CAP Office
14320 Palm Drive
DHS, CA 92240

Requirements:
Full Payment and background check must be completed prior to start of class.

To Register:
Complete the form and fax, mail, or hand carry the application to:
County of Riverside Community Action Partnership
Dispute Resolution Center
2038 Iowa Ave., Suite B-102
Riverside CA 92507
Fax:951-955-9089