Basic Mediation Training

In Four Days You Will...

◆ Develop effective problem-solving techniques that can be applied immediately to all environments.
◆ Acquire techniques for dealing with emotions and difficult dynamics.
◆ Understand the source of conflict from multiple perspectives.
◆ Develop strategies to move from confrontation to collaboration.
◆ Enhance your negotiation style and skills.
◆ Learn how to resolve disputes before they escalate to litigation.

Mediation skills can have a positive impact on your life, complement and enhance your marketability, and support your personal and professional advancement.

Next Training
October 11–12 & 18–19, 2016
Buena Vista Conference Center, New Castle, Delaware

To register, go to IPA’s events page: www.ipa.udel.edu/events.html
Registration deadline: September 14

For more information, see www.ipa.udel.edu/crp/mediation.html
or contact Fran Fletcher at 831-6812.

The Conflict Resolution Program (CRP) is a program of the Institute for Public Administration (IPA), a unit of the University of Delaware’s School of Public Policy & Administration within its College of Arts & Sciences. CRP is a resource dedicated to supporting transformational and organizational change in nonprofit, public, government, and educational settings. This is done primarily through teaching and promoting effective communication, collaborative problem-solving, and conflict resolution.

Conflict Resolution Program | IPA | 177 Graham Hall | University of Delaware | Newark, DE | 19716 | 302-831-8158