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.

Next Training
April 5–6 & 12–13, 2016
Buena Vista Conference Center, New Castle, Delaware
To register, go to IPA’s events page: www.ipa.udel.edu/events.html
Registration deadline: March 11

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.