

**2011 Regional  
Advanced Training  
REGISTRATION FORM**

**REGISTRANT INFORMATION**

New York State Unified Court System  
Office of Alternative Dispute Resolution  
and Court Improvement Programs

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_

**PHONE:** \_\_\_\_\_

**E-MAIL:** \_\_\_\_\_

**CHECK ALL THAT APPLY:**

CDRC Staff with the following CDRC:  
\_\_\_\_\_

CDRC Volunteer with the following CDRC(s):  
\_\_\_\_\_

Other \_\_\_\_\_

Dietary restrictions: \_\_\_\_\_

*Please indicate your training track preferences by ranking the options from 1 (first choice) to 5. If you are choosing among 3-hour tracks, you must indicate your preference between the three choices: one for the morning and one for the afternoon. If you are choosing among 6-hour tracks, you must indicate your preference between the two 6-hour choices, as well as ranking the three 3-hour workshops in order of preference.*

\_\_\_ The Art of Perception, Amy Herman  
(3-hours, repeated AM & PM)

\_\_\_ Conflict Creatures, Steve Robinson  
(3-hours, repeated AM & PM)

\_\_\_ Mediators & Conflict Competence, Rita Callahan  
(3-hours, repeated AM & PM)

\_\_\_ Barely Mediation, Duke Fisher (6-hours)

\_\_\_ Diversity Work for Community Mediators, L. Gieszl &  
C. Jamison (6-hours)

**Please mail this form with a \$25 check (payable to "Community Mediation Services") to:**

TIFFANY URENA  
Community Mediation Services, Inc.  
89-64 163rd Street, Jamaica, NY 11432



**Registration form and payment  
required by March 2, 2011**

Once your registration has been processed, you will receive a confirmation email.

Full day participation meets 6 hours of CDRCP continuing education requirements.

Each of the training tracks is limited to a maximum number of registrants. Training track preferences will be accommodated in the order they are received.

**For questions, please contact:**

**TIFFANY URENA  
advancedtraining@mediatenyc.org  
(718) 523-6868, ext. 257**

Please note that pre-registration is **REQUIRED**. We will not be able to accommodate same-day registrants on the day of the training (March 7).

**COMMUNITY  
DISPUTE  
RESOLUTION  
CENTERS  
PROGRAM**

**2011  
NYC  
Regional  
Advanced  
Training**

**REGISTRATION FORM**

Monday, March 7, 2011  
8:15 a.m. - 4:15 p.m.

Cardozo School of Law  
55 Fifth Avenue  
New York, N.Y.

# March 7, 2011 NYC Regional Advanced Training—Five Tracks

(Two 6-hour trainings, Three 3-hour trainings)

Participants will attend one six-hour training or two 3-hour trainings for the full day.

## The Art of Perception

(3-HOURS, REPEATED AM & PM)

*Trainer: Amy E. Herman*

This highly interactive training will teach participants to enhance observation, perception, and communication skills by learning to analyze works of art. Originally designed as a program to help medical professionals improve observation and communication skills with patients, the program has been adapted successfully to address a roster of skills that are integral to the practice of mediation. The program has been expanded to include developing more effective communication skills, and will incorporate discussion of the role of non-verbal communications and how it affects mediation. The program will also address biases, prejudices and related ethical issues that mediators may encounter in their practice. Besides designing, developing and conducting all Art of Perception courses, Amy Herman is the Director of Educational Development at Thirteen/ WNET.ORG. She was the former Head of Education at The Frick Collection, and holds a MA in Art History, an AB in International Affairs, and a J.D.

## Conflict Creatures: Developing Positive Interaction with Personalities in Mediation

(3-HOURS, REPEATED AM & PM)

*Trainer: Steve Robinson*

During any mediation, the mediator is often confronted with a variety of personality types that he must effectively handle in order to ensure successful communication between the parties. The goal of this training is to provide the mediator with skills that she can use to quickly identify, and then successfully interact, with 10 distinct personality types. Each personality type has its own unique challenges and very distinct way of communicating. The benefits to this training include: a better understanding of these personality types, which will allow a mediator to better manage power imbalances and make the best possible use of available time, and the development of mediator confidence, in adapting this knowledge to particular party types. Steve Robinson is the Director of Programs and Training at The Peacemaker Program, Inc., a CDRC located in Utica, NY.

## Mediators and Conflict Competence: Necessary or Nice to Have?

(3-HOURS, REPEATED AM & PM)

*Trainer: Rita Callahan*

This training will help mediators explore their own competence at identifying and managing conflict, and the relationship between conflict competence and mediator effectiveness. Through interactive exercises, participants will identify conflict hot buttons, examine conflict escalation, identify specific conflict behaviors, consider managing emotions, and strategize how to manage conflict constructively. Participants will discuss the relationship between conflict competence and being an effective mediator: Is it important? Is mediator conflict competence necessary? Rita Callahan is a Collaboration and Conflict Management Consultant who joined Con Edison in December 2008. Ms. Callahan is an ACR Advanced Practitioner in Workplace Mediation and a Master Trainer in the Conflict Dynamics Profile assessment. Since 1995, she has trained thousands of people in workplace mediation, general mediation, advanced mediation, facilitation, and conflict resolution.

## Barely Mediation: How to Vary What We Mediators Do to Meet the Changing Needs of Participants

(6-HOURS)

*Trainer: Duke Fisher*

Remember when we used to wish for the days when the public knew about mediation? Back when we used to joke about the public mistaking our process for medication or meditation? Well, it seems like they have heard of us now. But being better known may not be all it is cracked up to be. More and more, participants have some experience or some connection to mediation: divorce mediation, mediation at work, peer mediation in the schools and now, in High Definition TV, they can watch Hollywood and MTV's "take" on the process. The new mediation-based-drama "Barley Legal" might play as large a role in shaping the public's view of mediation as Boston Legal, L.A. Law and Night Court shaped a generation's view of the legal system. This workshop will build practical skills to assist mediators to hear participant's expectations of the mediator and the process. Attendees will also consider practical ways to customize and expand on what they do as mediators while

respecting their underlying principals and following local program policy. Duke Fisher is the lead trainer and co-founder of Learning Laboratories. He has trained thousands of individuals and hundreds of organizations in creative conflict resolution and mediation skills.

## Diversity Work for Community Mediators, What are You Bringing into the Room

(6-HOURS)

*Trainers: Lou Gieszl & Cheryl Jamison*

This engaging, high-energy interactive workshop will help community mediators to: (1) understand the importance of diversity in the dispute resolution field, (2) become more aware of how their experience with aspects of diversity affects their mediation abilities, (3) be more comfortable in addressing diversity issues that arise during the course of a mediation, and (4) develop a heightened awareness of diversity of practice in the mediation field. The workshop is designed to take participants on a journey moving from looking at the group, then themselves and their assumptions, and finally to their role as mediators. Lou Gieszl is the Deputy Executive Director of the Maryland Judiciary's Mediation & Conflict Resolution Office (MACRO) and Cheryl Jamison is MACRO's Quality Assistance Director.

## TRAINING SCHEDULE:

8:15 AM	Breakfast* and Registration
9:00 AM	Trainings Begin
12:00 PM	Lunch*
1:15 PM	Trainings Resume
4:15 PM	Trainings End

\*Breakfast and lunch will be provided at no additional cost.