

# **Conflict Resolution & Mediation Skills Training**

## **On-Line Presentation**

***August 2-7, 2021 (Monday-Saturday)***  
**1:00 p.m. to 5:00 p.m.**

**Training Format:** We will use the Zoom Pro platform and you will need video and audio capability to participate.

**Cost: \$515**

This course combines conflict management theory with intensive practical and experiential role plays and exercises that will improve each participant's communication skills and provide conflict management strategies and techniques that are empowering and effective in everyday work, family and community situations.

The 20+ hour program will cover:

- Reflective listening skills
- Conflict resolution theory
- Identifying underlying issues
- Interest-based problem solving
- Understanding conflict behaviors
- Small group exercise
- Diversity
- Role Plays

This course is approved by the Supreme Court of Virginia Dispute Resolution Services and can be used towards Mediator Certification training requirements.

---

---

*Registration closes Monday, July 26, 2021*  
*Final payment is due by July 30, 2021*

---

---

### **About the Trainers**

Andrea Palmisano, *Palmisano Mediation Services*, and Karen Richards, *Karen Richards Training & Mediation LLC*, are Virginia Certified Mediators and trainers. Together, they have 40 years of conflict resolution and training experience. Andrea is also an associate professor of psychology at Tidewater Community College and Karen is also a Certified Practitioner of the Myers-Briggs Type Indicator.

**Cancellation and Refund Policy:** We may cancel the training for insufficient registration or inclement weather and we will issue all registrants a full refund of any payments made. Cancellation by a participant must be done in writing by Monday, July 26, 2021 in order to receive a full refund. If cancellation is made after July 26, 2021, the participant will receive a refund less the \$100 deposit. Participants who fail to cancel or fail to attend the training ("No-Shows"), will be charged the full amount of the training and will forfeit the deposit and any payments made towards the training.

**Questions?** Contact Karen Richards at (757) 635-4651; visit [krtrainmediate.com](http://krtrainmediate.com); or email her at [krtrainmediate@gmail.com](mailto:krtrainmediate@gmail.com)

---

---

## General Mediation Training Registration Form

*(A minimum deposit of \$100 is required to register for the general mediation training)*

*Registration deadline: July 26, 2021. Full payment is due July 30, 2021.*

---

---

\_\_\_\_\_  
Name

\_\_\_\_\_  
Company

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State & Zip

Phone # \_\_\_\_\_ Email \_\_\_\_\_

\_\_\_\_\_  
Training Date

\_\_\_\_\_  
Amount Enclosed

**For Credit Card Payment:** Type: MC \_\_\_ VISA \_\_\_ AM EXP \_\_\_ DISCOVER \_\_\_

Name on Card: \_\_\_\_\_

Card Number \_\_\_\_\_

Expiration \_\_\_\_\_ CVC # (3/4 digit code on back) \_\_\_\_\_

Billing Address & Zip Code \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Your signature authorizing credit card payment

**For checks,** make payable to: Karen H. Richards

**Mail registration form & payment to:** Karen Richards Training & Mediation LLC  
3419 Virginia Beach Blvd., #106  
Virginia Beach, VA 23452