

Conflict Resolution & Mediation Skills Training

On-Line Presentation

May 17-22, 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, May 10, 2021
Final payment is due by May 14, 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, May 10, 2021 in order to receive a full refund. If cancellation is made after May 10, 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; or email her at krtrainmediate@gmail.com

General Mediation Training Registration Form

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

Registration deadline: May 10, 2021. Full payment is due May 14, 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