



# MEDIATION CERTIFICATION TRAINING

Mediation is a voluntary method of dispute resolution in which the parties settle their dispute with the aid of a trained mediator or a co-mediator team. Agreements are reached through effective communication, negotiation, compromise and exploration of options. Any dispute may be brought to mediation as long as both sides agree to attempt a mediated solution.

This 40-hour mediation certification training is presented by OC Human Relations staff. If you are interested in being involved in casework in mediation and conciliation, you must have completed a 40-hour certification training.

## Topics Covered in the Basic Mediation Training Include:

- History of Alternative Dispute Resolution
- Dispute Resolution Program Act and Regulations
- Impact and Role of the Mediator
- Understanding Conflict and the Cycle of Conflict
- Multicultural, Age and Gender Issues
- Preparing for Clients and Developing Trust
- The Facilitative Style of Mediation
- The Structure of Mediation
- Overview of the Stages of Mediation
- Active Listening Skills and Reframing Toxic Language
- Managing Threats to the Process
- Power Imbalances
- Creating Options / Building on Agreement / BATNA
- Small Claims Mediation - Forms & Procedures

## ADDITIONAL MEDIATION CERTIFICATION AVAILABLE FOR VOLUNTEERS AND INTERNS

Our Mediation Program provides an opportunity to get hands-on experience as a practicing mediator with our Dispute Resolution Program while earning certification. As a volunteer mediator, you can practice and develop your mediation skills while applying them in real-life community and court-based situations. Applicants for this program must be available during our daytime weekday hours (8am-5pm) and have the ability to complete 120 volunteer hours within a six month period of time. Those with bilingual abilities are particularly encouraged to participate in this program.

To attend our training as a volunteer or intern, you must submit your completed application no later than 15 days prior to the requested training session. For more information please refer to our Volunteer & Internship page or call 714.567.5081.



# Mediation Training Schedule for 2012:

## January/February

1/18/12 (Wed.) 6:00 pm - 9:00 pm  
 1/19/12 (Thurs.) 6:00 pm - 9:00 pm  
 1/21/12 (Sat.) 9:00 am - 5:30 pm  
 1/25/12 (Wed.) 6:00 pm - 9:00 pm  
 1/26/12 (Thurs.) 6:00 pm - 9:00 pm  
 1/28/12 (Sat.) 9:00 am - 5:30 pm  
 2/1/12 (Wed.) 6:00 pm - 9:00 pm  
 2/2/12 (Thurs.) 6:00 pm - 9:00 pm  
 2/4/12 (Sat.) 9:00 am - 5:30 pm

## April/May

4/18/12 (Wed.) 6:00 pm - 9:00 pm  
 4/19/12 (Thurs.) 6:00 pm - 9:00 pm  
 4/21/12 (Sat.) 9:00 am - 5:30 pm  
 4/25/12 (Wed.) 6:00 pm - 9:00 pm  
 4/26/12 (Thurs.) 6:00 pm - 9:00 pm  
 4/28/12 (Sat.) 9:00 am - 5:30 pm  
 5/1/12 (Tues.) 6:00 pm - 9:00 pm  
 5/2/12 (Wed.) 6:00 pm - 9:00 pm  
 5/5/12 (Sat.) 9:00 am - 5:30 pm

## June/July

6/20/12 (Wed.) 6:00 pm - 9:00 pm  
 6/21/12 (Thurs.) 6:00 pm - 9:00 pm  
 6/23/12 (Sat.) 9:00 am - 5:30 pm  
 6/27/12 (Wed.) 6:00 pm - 9:00 pm  
 6/28/12 (Thurs.) 6:00 pm - 9:00 pm  
 6/30/12 (Sat.) 9:00 am - 5:30 pm  
 7/3/12 (Tues.) 6:00 pm - 9:00 pm  
 7/5/12 (Thurs.) 6:00 pm - 9:00 pm  
 7/7/12 (Sat.) 9:00 am - 5:30 pm

## August/September

8/15/12 (Wed.) 6:00 pm - 9:00 pm  
 8/16/12 (Thurs.) 6:00 pm - 9:00 pm  
 8/18/12 (Sat.) 9:00 am - 5:30 pm  
 8/22/12 (Wed.) 6:00 pm - 9:00 pm  
 8/23/12 (Thurs.) 6:00 pm - 9:00 pm  
 8/25/12 (Sat.) 9:00 am - 5:30 pm  
 8/29/12 (Wed.) 6:00 pm - 9:00 pm  
 8/30/12 (Thurs.) 6:00 pm - 9:00 pm  
 9/1/12 (Sat.) 9:00 am - 5:30 pm

## Registration Categories and Fees:

Category	Early*	Regular
General	\$425	\$475
Volunteer ( <i>\$125 is refundable after 120 hours of volunteer work</i> )	\$425	\$475
Group Discount ( <i>2 or more registrations</i> )	\$415	\$465
OCHRC Member ( <i>Must be current member at \$35 level or above</i> )	\$385	\$435
Intern ( <i>Fee is fully refundable upon completion of internship</i> )	\$215	\$265

\* Early registration consideration requires submission of the registration form no later than two weeks prior to the beginning of each training, by the end of business.

**Seating is limited and is available on a first-come, first-served basis.**

**Cancellations must be in writing and received 72 hours prior to the first training date, minus a \$50 processing fee. No refunds after classes begin.**

**Training will be held at our home office, County Operations Center:**

1300 S. Grand Ave., Bldg. B, Santa Ana, CA 92705

\* A 40-hour certification training presented by OC Human Relations in accordance with the Dispute Resolution Programs Act.

Note: MCLE Credit Approval Pending and if requested will be offered at additional cost.

# 40-HR BASIC MEDIATION TRAINING REGISTRATION FORM

Name \_\_\_\_\_  
Organization \_\_\_\_\_  
Address \_\_\_\_\_ Apt. \_\_\_\_\_  
City and State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone (home) \_\_\_\_\_ (work) \_\_\_\_\_  
E-Mail \_\_\_\_\_

**Please check your registration fee category:**

	<b>Early*</b>	<b>Regular</b>
<input type="checkbox"/> General Registration	\$425	\$475
<input type="checkbox"/> Volunteer ( <i>\$125 is refundable after 120 hours of volunteer work</i> )	\$425	\$475
<input type="checkbox"/> Group Discount ( <i>2 or more registrations</i> )	\$415	\$465
<input type="checkbox"/> OCHRC Member** ( <i>Must be current member at \$35 level or above</i> )	\$385	\$435
<input type="checkbox"/> Intern*** ( <i>Fee is fully refundable upon completion of internship</i> )	\$215	\$265

**Please check how you heard about this training:**

County Web site     HRC Web site     One Stop Center presentation     Other presentation     Event     Other

**Please check which session you will be attending:**

Jan/Feb     April/May     June/July     August/September

**Please check your form of payment:**

VISA     MC     Amex     Check

Credit card # \_\_\_\_\_ Exp. \_\_\_\_\_

Print name \_\_\_\_\_ Signature \_\_\_\_\_

*Check payments made payable to Orange County Human Relations Council*

**Please mail your registration form and check (if applicable) to:**

Orange County Human Relations Council  
1300 S. Grand Ave., Bldg. B  
Santa Ana, CA 92705

**SEATING IS LIMITED**

**NO REFUND AFTER CLASSES BEGIN**

**Cancellations must be in writing and received 72 hours before the first training date, minus a \$50 fee.**

\* Early registration requires submission no later than two weeks prior to each training.

\*\* Please call 714-834-7181 for information on HRC Membership.

\*\*\* 40-hour training must be completed to qualify for internship.

Certification and refundable deposit provided upon completion of 120-hr internship.

Application for internship must be submitted 15 days prior to training and internship interview must be scheduled. Please call 714-567-5081 for more information or to schedule an interview.