

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.



Mediation skills can have a positive impact on your life, complement and enhance your marketability, and support your personal and professional advancement.

Next Training

March 13–14 & 20–21, 2018

Buena Vista Conference Center, New Castle, Delaware

To register, go to IPA's events page: www.ipa.udel.edu/events.html

Registration deadline: February 14

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 the 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.

Conflict Resolution Program | IPA | 177 Graham Hall | University of Delaware | Newark, DE 19716 | 302-831-8158