



**Dear Prospective Participant:**

I wonder if you might ask yourself the following question, as you are preparing to register for one of our seminars: ***Why choose CDR's Mediation Process Training Program?*** I hope the following information will be helpful to you.

With all of the qualities and benefits described below, we hope that you will choose to attend a CDR seminar. We look forward to meeting you and spending time together in beautiful Boulder, Colorado.

All the best,

Jonathan Bartsch  
CEO

### **Why Choose CDR's Mediation Process Training Program?**

We know that there are a large number of mediation training programs across the U.S. and around the world for you to choose from. However, we believe that CDR's is one of the best. We encourage you to seriously consider coming to Boulder, Colorado to participate in one of our outstanding programs. Here are some reasons why:

#### **The Program**

- ***CDR's 30 years experience*** – We are one of the best-known and respected mediation training firms in the world. We have worked in over 60 countries to provide high quality mediation services and capacity building training to effectively resolve a wide range of disputes. When people hear you've attended one of CDR's seminars, they know that you have received the highest quality professional mediation training available.
- ***CDR's trainers include some of the foremost practitioners in the field of conflict resolution and mediation*** – Our senior trainers have practiced as mediators for over 30 years. We mediate as well as teach others. This experience brings a unique richness to our training. Our instructors have successfully resolved environmental, public policy, ethnic, family, employment, discrimination, labor-management, community, and international disputes. They are keen to share their expertise and settlement strategies with you.
- ***Highly experiential and interactive programs*** – We blend mediation framework presentations and discussions, conflict analysis and strategy design exercises, quick decision roleplays and multiple mediation simulations into an exciting and highly engaging learning program. The interaction is both fun and invaluable for refining and perfecting your mediation strategies and skills.

NOW YOU'RE TALKING.

303.442.7367 • 1.800.MEDIATE • Fax: 303.442.7442  
WWW.MEDIATE.ORG • 100 Arapahoe Ave. • Suite 12 • Boulder, CO 80302-5862

- **Multiple opportunities for you to practice mediation skills** – Our programs include at least five extended simulations in which you and other seminar participants practice mediation. You will be a mediator in at least two role plays and will watch other seminar participants in action as intermediaries in the others. This combination of direct engagement as a mediator and as a participant in the simulation provides a powerful learning experience.

- **A team approach to teaching and one-on-one coaching of simulations by professional mediators** – This is a long standing hallmark of CDR’s training programs. We use two or more professional mediators as trainers to provide you a broader perspective of views on process and strategies that can be provided by one instructor, and a team of experienced mediators as coaches to observe each simulation and provide one-on-one feedback, advice and coaching on your performance as a mediator.



- **A program grounded in extensive research on effective mediation and dispute resolution practice.** Chris’ Moore’s *Mediation Process: Practical Strategies for Resolving Conflict* (San Francisco: Jossey-Bass, 2003 - 3<sup>rd</sup> edition), is the foundation for our training programs. It is one of the best selling mediation books in the field, and has been translated into 7 languages. Bernie Mayer’s *The Dynamics of Conflict* (2000), *Beyond Conflict* (2004), and *Staying with Conflict* (2009) - all published by Jossey-Bass - are seen as the cutting edge works in the field of conflict resolution. Moore’s new publication, *The Handbook on Global and Multicultural Negotiation* (San Francisco: John Wiley and Sons, 2010), written with CDR Partner, Peter Woodrow, will add a new dimension to effective strategies for intercultural dispute resolution.
- **Career-oriented strategic advice.** Generally, participants in CDR seminars are either eager to practice mediation or want to polish the conflict resolution skills they already use in other professions. Our trainers offer “how to” tips for getting started and improving your practice.

### **The Mediation Process – What you will learn**

Mediators are independent third parties who meet with people in conflict and help them develop mutually acceptable agreements to issues troubling them. Individuals, organizations, governments and businesses throughout the world have found mediation to be a flexible, efficient and effective means of resolving conflicts.

This seminar presents a proven and practical step-by-step approach to the mediation process. You will explore effective concepts, strategies, and skills valuable to both intermediaries and parties for resolving differences and conflicts.

During the program trainers lead discussions focusing on topics of interest of participants. Among the topics we commonly explore are strategies to address and resolve public/environmental conflicts, corporate-community engagement, employer-employee disputes, charges of discrimination, labor-management negotiation problems, business/business tensions, and client-customer differences.

By participating in the Mediation Process Seminar, you'll learn how to:

- Analyze the causes of conflict and develop effective strategies to respond to them
- Structure effective multi-meeting mediation processes and individual sessions to promote successful resolution
- Promote parties' use of effective Interest-Based Negotiation (IBN) strategies that enhance the potential for productive problem solving
- Recognize the stages of the mediation process and help parties to use the process to reach agreements and improve or redefine their relationships
- Apply effective mediator communication skills – active listening, framing, reframing, summarizing, questioning – to help parties better understand their differences and commonalities
- Respond creatively to parties' strong emotions – anger, fear, frustration hopelessness
- Exercise the influence of the mediator in the most constructive ways
- Respond to ethical dilemmas in mediation

### **The Lead Trainers**



**Jonathan Bartsch, M.A., CEO/ Senior Program Manager**, was trained in Conflict Analysis and Transformation at Eastern Mennonite University, and also holds a degree in Political Science from Pennsylvania State University. Jonathan has worked and traveled extensively in the Middle East, Asia and Africa, and speaks both Arabic and Farsi. He has been an international development and human rights Research Consultant for CARE International in Afghanistan and Pakistan, and has designed and implemented conflict resolution training and educational curriculums for the Islamic University of Afghanistan and international Non-governmental Organizations. As a Program Manager at CDR

Associates, Jonathan's main activities include mediation and facilitation, training, conducting research and writing.



**Mary Margaret Golten, Partner**, has extensive experience in organizational management and negotiation and has been a consultant to numerous private and public organizations since 1978. Trained by the Federal Mediation and Conciliation Service and the National Academy of Conciliators, Ms. Golten has practiced as a mediator in age discrimination, organizational disputes, regulatory negotiations, and public policy dialogues. She has taught mediation and negotiation nationally and internationally and has been a visiting lecturer at the University of Denver Law School where she taught Negotiation and Mediation.



**Christopher W. Moore, Ph.D., Partner**, is recognized nationally and internationally as one of the leading theorists and practitioners in the field of conflict management. He has worked in over 30 countries as a mediator, dispute systems designer and trainer in conflict resolution. Dr. Moore has worked in both the private and public sectors and has extensive experience in resolving public, environmental, organizational, public policy, and interpersonal disputes. He has been on the Graduate Faculty at the University of Colorado where he taught Negotiation and Mediation. Dr. Moore is the author of four books on conflict resolution, including *The Mediation Process: Practical Strategies for Resolving Conflict*, (Jossey-Bass, 1986; Second Edition, 1996). He is a member and former

Vice President of the Society of Professionals in Dispute Resolution.



**Susan T. Wildau, M.A., Partner**, is an internationally known mediator, dispute systems designer, and trainer in the fields of negotiation, mediation, and conflict management. Wildau specializes in mediating and facilitating complex, multiparty organizational and public policy disputes and developing and implementing international conflict resolution and democratic decision-making programs. Ms. Wildau has worked abroad in Europe, Latin America, Africa, Asia and the Middle East. She has provided collective bargaining and grievance resolution training for the Solidarity trade union in Poland; training in public policy conflict management and decision-making procedures for the governmental, industry, and ecological groups in Poland, Hungary, Russia, Bulgaria and Turkey; negotiation training for non-governmental organizations in Colombia; and mediation training for community leaders in South Africa.