

- ✓ Expand your professional and personal skill set
- ✓ Practice techniques you can use every day
- ✓ Earn valuable continuing education hours
- ✓ Fulfill Wisconsin Chapter 767 requirements
- ✓ Match the 40-hour professional standard for mediators



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General Information

Location: Pyle Center, 702 Langdon St., Madison, WI

Fee: Course fees include instruction, materials, continuing education credits, refreshments, and a \$25 nonrefundable administrative fee. Lunches are on your own at the Memorial Union or any of the many restaurants near the Pyle Center. Outside food items (including food from home) may not be consumed at the Pyle Center.

Registration deadline: To ensure your place in a course, register as early as possible at 608-262-2451 or continuingstudies.wisc.edu/mediation.

Cancellation policy: Program—In the event of bad weather or other emergencies, call 608-263-4432 or visit continuingstudies.wisc.edu/policies.html to learn whether a Continuing Studies program or class has been cancelled. Participant—If you are unable to attend or arrange for a substitute, you may obtain a refund minus the \$25 administrative fee by contacting our registration department at least three business days before the program starts. If you cancel three or fewer business days before the program starts, or do not attend, you are responsible for the entire fee. To cancel or arrange for a substitute, call 800-725-9692.

Accommodations: Please make your own travel and lodging arrangements. Lodging costs are not included in the program fee. Visit conferencing.uwex.edu/lodging.cfm for more information.

Continuing Education Hours Approval and Verification: Participants receive verification of attendance at end of program. UW-Madison Division of Continuing Studies is an acceptable continuing education provider for the following:

Attorneys: approval through the Wisconsin Board of Bar Examiners has been applied for.

Psychologists: UW-Madison Division of Continuing Studies is approved by the American Psychological Association to sponsor continuing education for psychologists. UW-Madison Division of Continuing Studies maintains responsibility for the program and its content.

Social Workers: UW-Madison Continuing Studies (provider #1042) is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) aswb.org, through the Approved Continuing Education (ACE) program. UW-Madison Division Continuing Studies maintains responsibility for the program. ASWB Approval Period: 4/27/2016-4/27/2019. Refer to program description for number of CE hours. WI, IA, IL, MI, and MN Boards of Social Work recognize ACE programs.

Counselors: UW-Madison Continuing Studies has been approved by the National Board for Certified Counselors (NBCC), Approved Continuing Education Provider (ACEP) #5990. Programs that do not qualify for NBCC credit are clearly identified. UW-Madison Division of Continuing Studies is solely responsible for all aspects of the programs.



WI Marriage and Family Therapists: qualify as accredited university continuing education courses relevant to professional practice.

WI Substance Abuse Counselors: qualify as continuing education courses consisting of relevant subject matter taught by qualified presenters.

Educators: these programs may qualify towards your Professional Development Plans (PDPs).

Other professionals: Contact your own board or organization for specific continuing education requirements.

Continuing Studies
UNIVERSITY OF WISCONSIN-MADISON
21 N. PARK STREET, 7TH FLOOR
MADISON, WI 53715-1218



Spring 2017 Mediation Training Programs

Spring 2017 Mediation Training Series



Mediation Skills: 40-Hour Basic Training
March 29-31 & April 19-21

Mediation and Domestic Abuse
May 17

**Refining Your Mediator Skills: Working Through
Impasse, High Conflict, and Keeping Safe**
May 18

Pyle Center
702 Langdon St.
Madison, WI

 **Continuing Studies**
UNIVERSITY OF WISCONSIN-MADISON

Mediation Skills: 40-Hour Basic Training

Wed-Fri, Mar 29-31 & Apr 19-21

Wed & Thu, 8:30am-4:30pm; Fri, 8:30am-2:30pm

Check-in: Wed, Mar 29, 8am

Fee: \$1,095 through Mar 1, \$1,295 after; \$500 deposit

required at registration, full balance due Mar 29

Level: Beginner to intermediate

CE credit: 40 hours (4.0 CEUs)

Attendance at all six days of the program is required to complete the training.

This 40-hour program provides comprehensive, in-depth training in a comfortable and supportive learning environment. Developed and taught by Perri Mayes (JD, Drake University), it offers a combination of lectures, demonstrations, and role-playing exercises to prepare you for the practice of mediation. An experienced dispute resolution professional, Mayes is also well known as an inspiring, thorough, and supportive trainer. The training includes ample time to practice skills as you learn them.

The program meets the recognized 40-hour professional training standard and is designed to fulfill the 25 hours of training Wisconsin Statute 767.405 requires for you to be considered a qualified mediator of divorce and child custody and placement cases.

Why mediate?

Mediation is a unique approach to helping people or systems in conflict. Rather than advocating for one side or the other, the mediator guides the parties toward consensual agreements and resolution.

Who should participate in mediation training?

Mediation draws people from a wide variety of professions: education, human services, mental health, religious leadership, business, and law, among others. Classmates' unique experiences and perspectives make for lively discussions and a rich learning environment. Whether you're looking to expand your professional career opportunities or enhance your existing skill set, mediation skills are invaluable in your professional and personal lives.

The training covers the following topics:

- Conflict and power dynamics
- Mediation approach, process, principles, and models
- Mediator roles and influences
- Setting the stage and beginning a mediation
- Listening, questioning, framing issues, setting an agenda, generating options, and building agreement
- Interest-based bargaining
- Caucus technique

- Writing an agreement
- Working with attorneys and outside experts
- Cultural awareness
- Ethics and standards
- Building a practice
- Professional resources

At the end of the training, you will be able to:

- Demonstrate the mediation process and role of the mediator
- List the components of an effective mediation session
- Identify effective listening and communication skills that enhance the mediation process
- Respond to mediation challenges such as difficult behaviors and power imbalances
- Summarize mediation standards of practice and mediation ethics
- Understand what is needed to build a mediation practice

Mediation and Domestic Abuse

Wed, May 17, 8:30am-3:30pm

Check-in: 8am

Fee: \$150

Level: Intermediate to advanced, familiarity with mediation process recommended

CE credit: 6 hours (0.6 CEU)

Understanding the dynamics of domestic abuse is essential, even required, for mediators working with families. This program explores domestic abuse, coercive control, and family violence, and how these challenges impact the mediation process. Discover how to more effectively screen for parties' capacity to mediate using recommended tools and protocols. Learn how to recognize abusive situations and determine whether to proceed with mediation. Consider approaches for safely mediating and terminating mediation, and examine the complex practical and ethical issues surrounding mediation and domestic abuse. Effects of domestic violence on victims and children are covered in depth, meeting the requirement for Wisconsin Statute 767.405.

At the end of the training, you will be able to:

- Recognize power dynamics within relationships and their potential impact on the mediation process
- Explain the dynamics of domestic abuse within families
- Identify tools and protocols used to screen for domestic abuse
- Describe the impact of abuse and coercive control on the mediation process
- Decide when and how to proceed with mediation and when to terminate
- Evaluate complex ethical and policy issues concerning the mediation process when abuse is a factor

Refining Your Mediator Skills: Working Through Impasse, High Conflict, and Keeping Safe

Thu, May 18, 8:30am-3:30pm

Check-in: 8am

Fee: \$150

Level: Intermediate to advanced, familiarity with mediation process recommended

CE credit: 6 hours (0.6 CEU)

Mediators encounter countless challenges and complexities when guiding parties toward resolution. To help them make progress, mediators must engage them in the process, work through impasses, and monitor climate and safety. This new program for experienced mediators provides insights on identifying and addressing barriers to progress.

Examine how a mediator can anticipate and prevent impasse before the parties feel locked into positions. Study techniques for effectively working through impasse, and explore specific impasse situations related to the nature of the dispute, power imbalances, and characteristics of the parties. Learn how to recognize high-conflict behaviors and apply techniques for dealing with them during the mediation process.

At the end of the training, you will be able to:

- Identify a potential impasse before it occurs
- Employ strategies for working through impasse
- Discern climate and safety considerations in mediation
- Apply techniques for dealing with high-conflict individuals

Your instructor

Perri Mayes (JD, Drake University) is a dispute resolution professional based in Milwaukee. Her practice includes mediation, arbitration, and program design and administration. Mayes works with families, workplaces, businesses, the courts, and communities. She is the former director of the Mediation Clinic at University of Wisconsin Law School and for many years taught in the University of Wisconsin-Milwaukee's graduate certificate program in mediation and negotiation. In addition to establishing and revitalizing mediation programs, Mayes is a past president of both the Association for Conflict Resolution (ACR) and the Wisconsin Association of Mediators (WAM), and received WAM's 2012 Distinguished Service Award.

Questions?

Contact Ann Whitaker at ann.whitaker@wisc.edu or 608-890-2747.

Registration Form

Please register me for

- Mediation Skills: 40-Hour Basic Training** (#1012-17-LAAS)
Mar 29-31 & Apr 19-21; \$1,095 through Mar 1, \$1,295 after
\$500 deposit required, full balance due Mar 29
- Mediation and Domestic Abuse** (#1020-17-LAAS)
May 17; \$150
- Refining Your Mediator Skills** (#1025-17-LAAS)
May 18; \$150

– Are you a Certified Counselor through the National Board for Certified Counselors? Yes / No

– Are you a psychologist? Yes / No

ENTER 3-DIGIT BROCHURE CODE FROM MAIL PANEL:

Contact information

NAME

TITLE

ORGANIZATION

MAILING ADDRESS

CITY / STATE / ZIP

PHONE

EVENING/CELL PHONE

E-MAIL

Payment method

- Please bill my organization at the address above.
- Enclosed is my check payable to UW-Madison.
- Please charge to the following account:
 - MasterCard VISA Am Ex Discover

CARD NO.

EXPIRES

CARDHOLDER'S NAME

Online: continuingstudies.wisc.edu/mediation

Mail to: UW-Madison Continuing Studies Registrations
Pyle Center, 702 Langdon St., Madison, WI 53706-1487

Phone: 608-262-2451 or 800-725-9692 (Wisconsin Relay 711)

Fax: 608-265-3163 or 800-741-7416

Phone, fax or online registrations must include payments by credit card or purchase order.

If you would like to request an accommodation, please contact Andy Richardson at 608-262-0557 or email andy.richardson@wisc.edu. Requests are confidential.

These programs are offered by UW-Madison in cooperation with UW-Extension.

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