



***Training that Truly
Makes a Difference!***

Conflict Resolution & Mediation Skills Training

**3rd, 4th 5th May, 2017
Tanner, Christchurch**

Affordable, quality, intensive 20+ hour program that combines experiential and lecture components focusing on practical mediation skills -

- * *Reflective listening skills*
- * *Conflict resolution theory*
- * *Identifying underlying issues*
- * *Interest-based problem solving*
- * *Understanding conflict behaviors and Thomas Killman Instrument (TKI) personal conflict assessment tool*
- * *Small group exercises*
- * *Diversity & conflict*
- * *Coached Role plays by experienced mediators*
- * ***Beneficial for HR staff, Counsellors, Lawyers, Social Workers and anyone interested in developing mediation and conflict resolution skills***

Cost: \$525

Specially priced for the Community

Trainer: Tracy Scott with Resolve Consultancy and Mediation Services

- * *With over 20 years of training experience and hundreds of hours mediation experience both in the USA and New Zealand.*
- * *Virginia Supreme Court Certified Mediator/Mentor and Trainer for 6 years*
- * *Masters in Conflict Resolution/Community Change and Civic Leadership from Antioch University, Ohio.*
- * *LEADR Accredited Panel Mediator*
- * *Peace Foundation Cool Schools South Island Consultant - www.resolveresolve.co.nz*

www.mediationservices.org.nz

Intention of attendance

\$520.00 full tuition to be invoiced on confirmation of training proceeding

**Limited Seating – Register interest by 7th April, 2017
Once attendance has been indicated we will invoice you directly with payment information**

**Return To: tracy@mediationservices.org.nz
Mediation Services
Resolve Consultancy
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Christchurch
tel 03-980 3512**

Name

Address

Telephone

e-mail