



Fall 2019 • October 24, 25, 29, 31 and November 1  
*Hands-on skill development  
for responding to conflict*

Mediation is increasingly a preferred choice for resolving conflict, an alternative to litigation, violence, and avoidance...not just in the courts, but also in workplaces, families, schools, and communities.

*Sponsored by:*



**Community Dispute  
Settlement Center**

A NON-PROFIT MEDIATION  
AND TRAINING CENTER

*Established in 1979*

60 Gore Street, Cambridge, MA 02141  
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[www.communitydispute.org](http://www.communitydispute.org)

# Mediation Training

# Mediation Training

**This 33-hour training is for you, if you are interested in:**

- incorporating new skills into your current work
- making a shift in your professional role

## Mediation Training:

This training provides hands-on skill development, combining role plays, exercises and presentations. It meets the statutory requirements for mediator confidentiality related to the Massachusetts General Laws, Chapter 233, Section 23C and can be the first step toward certification under Rule 8: SJC Rules on Dispute Resolution.

## Why choose CDSC:

- Over 38 years' experience in ADR
- successful track record: over 1000+ people trained
- dynamic team of trainers, together for over a decade
- reasonably priced, in synch with Center's mission of affordable accessibility

## Who should attend:

- attorneys
- human resource specialists
- educators
- mental health clinicians
- business professionals

## Recent Raves:

"Excellent in every way—one of the best courses I have attended. After taking this class, I'm even more interested in pursuing this field."  
— LAWYER

"I feel like you created a powerful learning community and that you've been very intentional about establishing that."  
— HUMAN RESOURCE SPECIALIST

"I leave here energized, stimulated—I'm challenged and I love it!"  
— EDUCATOR

"This has been my first training/learning venture away from the area of education...I've learned more about my own students in these 30 hours than I have in the past—but so much more about myself than I would ever have believed! How exciting to be learning for myself and not for a curriculum area—wonderful."  
— TEACHER

"It's a great class I would recommend to anyone interested. I learned skills that I'll apply immediately."  
— SALES MANAGER

## About our training team:

**Gail S. Packer**, Executive Director of the Community Dispute Settlement Center since 1988, is an experienced mediator and trainer. Gail provides trainings for a broad range of groups such as human services professionals, youth & youth advocates, police, eldercare providers, college residential life and public housing residents. With a background in social work, she had worked for more than a decade mediating divorce cases in the Probate and Family Court.

**Israella Brill-Cass** is an attorney and mediator with over 20 years of experience in conflict management and dispute resolution. She teaches negotiation and mediation at Emerson College and is Wesleyan University's first Ombudsperson. As CFO of her company, Fixerrr, Israella provides salary negotiation training, bias and workplace conflict management, and strategic planning to individuals, groups and organizations.

**Jeanne Cleary** has been facilitating difficult and transformative conversations for over 25 years in numerous settings. In her private practice in Watertown, MA, Jeanne provides relational and couples psychotherapy, mediation, conflict engagement strategies and facilitated retreats for corporate, religious, non-profit and educational organizations. Jeanne is an adjunct faculty at UMass Boston Graduate School of Dispute Resolution.

**Art Stewart** is a mediator and trainer with over 40 years' experience. Former Coordinator of Mediation with the Massachusetts Department of Education for 13 years, he is currently coordinating the mediation program for the Virginia Department of Education. Art is a pioneer and innovator in the field of dispute resolution, having trained and facilitated in 22 states, Canada and Kenya.

**Douglas Thompson** has a background in environmental protection, dispute resolution, and management. Since 2013, as Senior Mediator and Facilitator at the Consensus Building Institute, he handles environmental, energy and transportation issues. Previously Doug worked with the US Environmental Protection Agency (EPA) and at The Keystone Center (Colorado). He is an adjunct faculty member of UMASS Graduate Program in Dispute Resolution.

Also in attendance will be other trainers as role-play coaches.

## When:

Thursday, October 24 9:30am–5:00pm  
Friday, October 25 9:30am–5:00pm  
Tuesday, October 29 3:00pm–6:00pm  
Thursday, October 31 9:30am–5:00pm  
Friday, November 1 9:30am–5:00pm

**Where:** CDSC, 60 Gore Street, East Cambridge (near Lechmere T, Galleria, courthouses).

**Cost:** \$750 (\$695 if registration recvd. by Sept. 24) A \$250 non-refundable deposit is due at the time of registration. Full cost of training must be paid by the last day of training.

**Enrollment:** In the case of financial hardship, please contact CDSC at 617-876-5376. Tuition assistance may be available on a limited basis.

Approved for 28 CEU's for licensed social workers.

**ENROLL EARLY!** Limited to 24. Registrants who cancel before October 10 will receive a refund (minus \$250 deposit). Later cancellations will be refunded only if space is filled.

★ **On-site training available for groups of 10 or more.**

## For more info, contact CDSC:

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*Established in 1979, the Community Dispute Settlement Center (CDSC), is a private, not-for-profit mediation service dedicated to providing an alternative and affordable forum for resolving conflict. CDSC provides training programs in mediation and conflict management to individuals and organizations. CDSC depends on grants, nominal client fees, and the generosity of individuals and corporations to continue providing high-quality mediation services to the community.*

"This has exceeded my expectations in terms of how absorbed I'd be throughout the training. You are all very clear in your presentations and feedback. I love the supportive environment."  
— SOCIAL WORKER

"All instructors are well-versed and knowledgeable."  
— COUNSELOR

"Your presentation skills were fabulous and really were excellent illustrators of mediation."  
— LAWYER

## Registration form

Please attach a brief paragraph about your background and interest in mediation. Thank you.

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: day \_\_\_\_\_ eve: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Professional Affiliation: \_\_\_\_\_  
Prior Mediation/Training Experience: \_\_\_\_\_  
Amount Enclosed: \$ \_\_\_\_\_  Payment by credit card: \_\_\_\_\_ MC \_\_\_\_\_ Visa \_\_\_\_\_  
Sig: \_\_\_\_\_ Card # \_\_\_\_\_ Exp.Date \_\_\_\_\_

Please detach and mail to:



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