



**Dispute Resolution  
Services**

# Basic Mediation Training



**September 20—October 6**

**27 Online Class Hours**

Tues/Wed/Thurs:

6 p.m. to 9 p.m.

**+ 13 Offline Trainer-Led  
Exercises and Discussion**

**REGISTER NOW!!!**

## Discussion Topics Include:

- The Stages of Mediation
- Listening and Communication Skills
- Balancing Power
- Problem Identification
- Breaking Deadlocks
- Handling Strong Emotions
- Dealing with Difficult People
- Working Towards an Agreement
- Special Populations

Waymakers' Dispute Resolution Services (DRS) offers this 40-hour mediation training for individuals interested in mediating in California. The program exceeds the California Dispute Resolution Programs Act (DRPA) training requirements. Participants who attend every session will receive a certificate of completion. DRS welcomes volunteer applicants who are interested in mediation with the DRS program.