



COLLABORATIVE
RESOLUTIONS
GROUP

Basic Mediation Training

Do you want to increase your ability to deal with conflict or help others work through conflict?

In **CRG's** Basic Mediation Training you'll learn to:

- ◆ De-escalate tough situations
- ◆ Listen deeply, make sure you understand what others are really saying
- ◆ Express yourself clearly, ask for what you need
- ◆ Summarize what is said, list parts of a problem to be solved
- ◆ Develop proposals or ideas for solving problems
- ◆ Create clear agreements
- ◆ Practice basic steps for solving problems with others

“

*THE MOST USEFUL TRAINING
I HAVE EVER ATTENDED.*

”

WWW.COLLABORATIVERESOLUTIONSGROUP.ORG

CRG Basic Mediation Training

May - July 2022

Module Offerings	Session Dates	Content
A: Collaborative Problem-solving: Approaches to Conflict	Monday 5/16 4:00-6:30 pm (group class) Practice session* Individual work	Conflict and difference, de-escalation, impact of culture, collaborative problem solving steps (as participant and intervener)
B: Collaborative Problem-solving: Core Communication Skills	Monday 5/23 4:00-6:30 pm (group class) Practice session* Individual work	Deep listening, paraphrasing, reframing, summarizing, questions, feelings and needs, self-expression
C: Collaborative Problem-solving: Culture, Bias and Power Dynamics	Tuesday 5/31 4:00-6:30 pm (group class) Practice session* Individual work	Impacts of culture, bias awareness, cultural humility, interpersonal and societal power differences, strategies for dealing with these in practical day-to-day
D: Mediation (Pre-requisites: A, B, & C)	Group classes 4:00-6:30 pm (all required): Monday June 6, 13, 20, 27 Tuesday July 7/5 Practice session* and individual work each week	Mediation process and techniques, impasse, ethics, challenging dynamics, Court Orientation, community mediation, next steps

“

*THE TRAINERS ARE EXCELLENT, SEASONED,
KNOWLEDGEABLE AND SUPPORTIVE.*

”

CRG will be offering its Basic Mediation Training in an online format, through a series of modules. Individuals are welcome to sign up for the whole series, or single modules (Modules A-C).

Successful completion of all modules (online sessions and between-session work) will result in a Certificate of Completion for training which meets or exceeds Massachusetts Supreme Judicial Court's Uniform Rules of Dispute Resolution mediation training criteria.

Our Mission



Collaborative Resolutions Group (CRG) is an independent nonprofit organization that supports individuals, families, businesses, and community organizations resolve disputes and increase their capacity for effective communication and conflict resolution.

We honor the right of all people—regardless of ethnicity, citizenship status, income, education, language, ability, sexual orientation, or religion—to be respected, to be heard and to receive services. CRG provides mediation, facilitation, and training services in Western Massachusetts and throughout New England.

Basic Mediation Training

Basic Mediation Training is for anyone who wants to increase their ability to deal with conflict or help others work through conflict. Whether you intend to be a formal mediator, or just want to develop skills that you can use in other professional or personal situations, this training is a good place to start! Collaborative Resolutions Group is a court-approved mediation program. Training includes:

- Lively lectures and discussions, including exploration of approaches to conflict and ADR, mediation principles and processes, and discussions of bias, power imbalance, cultural humility and mediator ethics.
- Hands-on, practical focus, including mediation demonstration, communication skills practice and coached role-plays
- Experienced trainers and coaches
- Mediation manual and resources for continuing practice (including possible apprenticeships with CRG's voluntary mediator roster)
- Attorney and social worker continuing education credits (MA CAFL and VT CLEs, MA CECs - approval pending)

Training Fees

- ◆ Early Registration: *\$795*
- ◆ Registration After 4/22: *\$845*
- ◆ Individual Modules A, B, or C: *\$175 each*

Scan to Register
or visit:

<https://www.collaborativeresolutionsgroup.org/training.html>



Flexible payment plans are possible, contact dlynangale@crg-collab.org to set up.

Scholarship Assistance applications can be found [here](#).

“ I CAN'T SAY ENOUGH ABOUT HOW MUCH I ENJOYED AND
LEARNED DURING THIS TRAINING ”