

About The Presenter

Shelley Whalen - Since 1988 Shelley has been the Executive Director of Community Mediation Services of Central Ohio (CMS), one of the largest conflict management resource centers in Ohio. During her tenure at CMS Shelley has successfully mediated hundreds of disputes, including extremely complex cases involving government officials, Fortune 500 companies, entire neighborhoods and school districts. She was one of the original members of the Franklin County Domestic Relations Court Mediation Program Development Task Force and is a former President of the Ohio Mediation Association.

Community Mediation Services of Central Ohio

67 Jefferson Avenue
Columbus, OH 43215

Phone (614) 228-7191
Fax (614) 228-7213

www.CommunityMediation.com
info@communitymediation.com



Community Mediation Services of Central Ohio & The Columbus Bar Association present

2022 Offerings

2 Day Basic Mediation Training

March 16th/17th
June 15th/16th
September 7th/8th
November 16th/17th

1 Day Conflict Resolution Training

April 14th
September 22nd
December 8th

1 Day Conflict Resolution for Property Mgrs.

May 19th
August 18th
October 13th

Eviction Prevention for Professionals

March 31st
June 30th
October 27th

Helping People Build Solutions



Why Mediation Training?

Throughout the country a new awareness has emerged that the courthouse is not the best or only place for people to go for help when they are in conflict. Individuals, families and organizations involved in disputes are now turning to mediation as an alternative to the adversarial legal process.

Ohio courts are frequently referring disputing parties to mediation as a less expensive and less time-consuming alternative to litigation.

As more individuals and organizations are becoming aware of the advantages of mediation, many professionals are recognizing the benefits of expanding their career base to include conflict resolution services such as mediation.

About CMS

In addition to its open-to-the-public training classes, Community Mediation Services of Central Ohio currently offers:

- Conflict Coaching Services to individuals and organizations
- Presentations suitable for professional conferences
- **CUSTOMIZED** training classes for private and public organizations who want to equip their leadership with the skills they need to effectively resolve their own day to day disagreements as well as help facilitate the peaceful/respectful resolution of conflict between others

CMS' customized classes may now be provided **online** days, evenings or weekends.

Discounts are available for groups.

For more information contact:

Shelley Whalen | 614 228-7191 ex 14
swhalen@communitymediation.com
www.communitymediation.com

What you will learn

2-Day Basic Mediation Training

- How to help disputants resolve a broad range of conflicts, including those occurring in the family, workplace and community
- Criteria/strategies for determining whether mediation is appropriate for particular cases/ disputants
- How to effectively prepare disputants to meaningfully participate in mediation
- The origins and dynamics of conflict
- The three critical pieces of information about a dispute a mediator must identify in order to facilitate the resolution of any conflict
- The seven stages of the mediation process and how to guide disputants through each stage
- Mediator ethics
- How to help disputants effectively manage their emotions during mediation

How to draft disputants' agreements

Cost: \$395

For-fee mediator certification testing now available. For more info contact: Shelley Whalen, 614-228-7191 ext. 14.

1-Day Conflict Resolution Training

- How to peacefully and respectfully resolve personal and professional disputes in which you are involved
- How to successfully resolve disputes with clients, employees, supervisors, coworkers, vendors, family members, and neighbors
- How to resolve conflict using a “needs” rather than a “rights” based approach
- How using five different conflict resolution approaches will impact your future relationships with others
- Tips for choosing the right conflict resolution approach for each dispute situation
- Three critical pieces of information you must always get from the other party in order to successfully resolve your dispute
- How to find a solution to your conflicts with others that will satisfy both you and the other party

Cost: \$195

1-Day Conflict Resolution Training for Property Owners/Managers

- How to successfully resolve conflicts with residents while retaining good tenants
- How to de-escalate volatile conflict interactions with residents
- How to manage difficult emotions during conflict with residents, yours and theirs'
- How to help tenants experiencing financial difficulties avoid unnecessary mistakes that cost them their homes and you your profits
- How to help employees better understand and manage the eviction process
- How to help residents-in-need access critical community resources

Cost: \$195

Half-Day Eviction Prevention Workshop

- Critical training for those who want to help tenants maintain stable housing
- How best to help tenants before, during and after they may become at-risk of involvement in an eviction proceeding
- How tenants can avoid the top 10 mistakes that often lead to eviction
- How to link tenants in need to a host of community resources that are available in Central Ohio to help during a sudden/short-term housing crisis
- How tenants with past evictions or less than perfect credit can access decent housing, even in today's housing market

Cost: \$85

A significant discount is available for organizations that wish to provide the Eviction Prevention Educational Workshop for a group. For more information contact: Shelley Whalen, 614 228-7191 ext.14

Continuing Education Credit

Lawyers

Basic Mediation Training: 16 hrs CLE
Conflict Resolution: 7 hrs CLE
Eviction Prevention Workshop: 3.25 hrs CLE

Social Workers, Counselors, and Marriage and Family Therapists

Basic Mediation Training: 16 clock hrs
Conflict Resolution: 7 clock hrs
Eviction Prevention Workshop: 3.25 clock hrs

Nurses

Ohio Board of Nursing accepts CEU's approved for Counselors, Social Workers & Marriage and Family Therapists for CNE for RN's and LPN's.

Educators

Basic Mediation Training: 1.6 CEUs
Conflict Resolution: 0.7 CEUs
Eviction Prevention Workshop: 0.325 CEUs

Chemical Dependency Professionals

Basic Mediation Training: 16 hrs (RCHs)
Conflict Resolution: 7 hours (RCHs)
Eviction Prevention Workshop: 3.25 hrs (RCHs)

Psychologists (Ohio Psychological Association)

Basic Mediation Training: 16 hrs
Conflict Resolution: 7 hrs

Human Resources Professionals (HR Certification Institute)

Basic Mediation Training: 16 recertification hrs
Conflict Resolution Training: 7 recertification hrs

Daily Schedule:

2-Day Basic Mediation– 8:30 a.m. to 6:00 p.m.

1-Day Conflict Resolution–8:30 a.m. to 5 p.m.;

Half-Day Eviction Prevention – 8:30 a.m. to Noon.

Training Location: Due to the Covid-19 Pandemic, until further notice, all training sessions will be conducted online through Zoom. After you have registered for a course, you will receive an email message with a Zoom link to the training and information on how to create a login account and access training materials.

Refunds: All refunds are subject to a **\$40.00** administrative charge and must be requested a minimum of 3 business days prior to training. Fees for registrants canceling less than three working days in advance are non-refundable but may be applied toward a future CMS training for up to 1 year.

For more information or to register go to **www.communitymediation.com** or call CMS at **614 228-7191, ex 10.**

COMMUNITY MEDIATION SERVICES TRAINING REGISTRATION FORM

PLEASE REGISTER ME FOR:

2 Day Basic Mediation Training - Cost: \$395

- ☐ March 16th & 17th, 2022 \$ _____
- ☐ June 15th & 16th, 2022 \$ _____
- ☐ September 7th & 8th, 2022 \$ _____
- ☐ November 16th & 17th, 2022 \$ _____

1-Day Conflict Resolution Training - Cost: \$195

- ☐ April 14th, 2022 \$ _____
- ☐ September 22nd, 2022 \$ _____
- ☐ December 8th, 2022 \$ _____

1-Day Conflict Resolution Training

for Property Owners/Managers - Cost: \$195

- ☐ May 19th, 2022 \$ _____
- ☐ August 18th, 2022 \$ _____
- ☐ October 13th, 2022 \$ _____

Eviction Prevention for Professionals - Cost: \$85

- ☐ March 31st, 2022 \$ _____
- ☐ June 30th, 2022 \$ _____
- ☐ October 27th, 2022 \$ _____

TOTAL AMOUNT ENCLOSED

\$ _____

Please complete this registration form (on your computer or by hand) and either fax it to 614-228-7213 or send it by mail to:

Community Mediation Services of Central Ohio
67 Jefferson Avenue
Columbus, Ohio 43215

For more info/special needs call CMS: (614) 228-7191, ex 14

Advance registration and payment required.

Online registration available at: www.communitymediation.com

Name (Please Print) _____

Business Name _____

Business Address _____

City _____

State _____ Zip _____

Work Phone (____) _____

Mobile Phone (____) _____

Fax (____) _____

E-mail _____

Please check your occupation/specialty:

- ☐ Chemical Dependency Professional
- ☐ Counselor,
- ☐ Social Worker
- ☐ Marriage and Family Therapist
- ☐ Educator
- ☐ Human Resources Professional
- ☐ Legal Professional
- ☐ Nursing/Medical Professional
- ☐ Psychologist
- ☐ Public Relations Professional
- ☐ Other _____

Please indicate type of payment (Make checks payable to CMS)

☐ Check ☐ VISA ☐ Master Card ☐ Discover ☐ American Express

Credit Card Account # _____

Expiration Date ____/____

Signature _____