About The Presenter

Shelley Whalen - Since its inception in 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. She is a native of Columbus and graduate of The Ohio State University, College of Social Work.

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.

She has designed and delivered professional level training in mediation and non-adversarial conflict resolution for numerous public and private organizations throughout the country including universities, businesses and multiple divisions of Ohio State government as well as the Supreme Court of Ohio, the Ohio State Bar Association and the Columbus Bar Association.

For More Information, Contact:
Shelley Whalen, Executive Director
swhalen@communitymediation.com
614-228-7191 ext. 14

CMS

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

2024 Offerings

2-Day Basic Mediation Training

September 19th/20th
November 21st/22nd

1-Day Conflict Resolution Training

October 17th
December 5th

1/2-Day Eviction Prevention for Professionals

August 22nd
October 24th

Helping People Build Solutions

Why CMS Training?

As 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, more and more legal, mental health, human resources and business professionals are expanding their skills and services to include non-adversarial conflict resolution and mediation

CMS' unique, state-of-the-art conflict resolution strategies were developed and refined as a result of the agency's **hands-on, real world experience** providing successful dispute resolution mediation services to many hundreds of individuals, families, organizations and communities over the agency's nearly 35-plus years of operation.

The **practical, step by step approach** CMS teaches in its courses has been thoroughly tested and found to consistently demonstrate successful application to helping disputants resolve a wide range of conflict including tenant/landlord, marital, parent/ teen, neighborhood, consumer, workplace and other business disputes.

After completion of CMS' 2-Day Basic Mediation Training, practitioners may, for an additional fee, complete **CMS' mediator certification coaching and testing process** to demonstate competency in the application of the facilitative model of conflict mediation.

For More Information on Certification contact:
swhalen@communitymediation.com

About CMS

Our non-profit organization was founded in 1988 under the leadership of the **Columbus Bar Association** and a group of diverse public and private community leaders in Central Ohio. **Our mission** is to help prevent the harmful physical, emotional and economic effects of unresolved conflict by providing and teaching peaceful and respectful conflict resolution strategies that allow disputants to successfully resolve their differences while preserving their critically important personal and professional relationships.

In addition to its open to the public classes, CMS also provides:

- **CUSTOMIZED** training 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. Customized classes may now be provided **in-person & online, days, evenings or weekends.** Discounts are available for groups.

- Conflict Resolution Mediation and Coaching Services to individuals and organizations

- Presentations suitable for professional conferences

For more information contact:
Community Mediation Services of Central Ohio
67 Jefferson Avenue, Columbus, Ohio 43215
Phone: *614-228-7191 ext. 10*
Email: **info@communitymediation.com**
Website: **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: $480

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 disputes in which you are personally involved

- How to successfully resolve difficult disputes without damaging your critically important personal and professional relationships

- How to resolve conflict by focusing on the involved parties' *needs* rather than taking an adversarial "rights based" approach

- How each of 5 optional conflict resolution approaches will impact your future relationships with others

- Tips for choosing the best conflict resolution approach for each dispute situation

- The 3 critical pieces of information you must uncover during any dispute to understand and resolve the conflict

- How to find a lasting solution to your conflicts with others that will satisfy both you and the other party

Cost: $210

1/2-Day Eviction Prevention Training

- 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: $100

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
swhalen@communitymediation.com

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 5:00 p.m.

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

Training Location: 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 3 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 :

bit.ly/cms-trng

or call CMS at
614 228-7191, ext. 10.

COMMUNITY MEDIATION SERVICES TRAINING REGISTRATION FORM

PLEASE REGISTER ME FOR:

2-Day Basic Mediation Training
Cost: $480
☐ September 19/20, 2024 $_____
☐ November 21/22, 2024 $_____

1-Day Conflict Resolution Training
Cost: $210
☐ October 17, 2024 $_____
☐ December 5, 2024 $_____

1/2-Day Eviction Prevention Training
Cost: $100
☐ August 22, 2024 $_____
☐ October 24, 2024 $_____

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, ext. 14

Advance registration and payment required.

Online registration available at: https://communitymediationservices.thinkific.com

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Name (Please Print) _____

Business Name_____

Business Address_____

City_____

State_____ Zip_____

Work Phone (____) _____

Mobile Phone (____) _____

Fax (____) _____

E-mail _____

Please check your occupation/speciality:

☐ 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 _____