

2004  
MEDIATION  
TRAINING  
COURSES

**CD**  
CENTER FOR  
DISPUTE  
SETTLEMENT

*1666 Connecticut Avenue, NW • Washington, DC 20009  
202/265-9572 • [www.cdsusa.org](http://www.cdsusa.org)*

TRAINERS

LINDA R. SINGER  
MICHAEL K. LEWIS  
EDNA A. POVICH  
JERRY P. ROSCOE

Mediation has experienced tremendous growth over the last decade. It is now widely acclaimed for its success in resolving disputes in business, public policy, employment, construction, personal injury, family matters, and numerous other areas.

Our mediation training programs are designed for persons who wish to complement and expand professional skills in their current fields or to open the door to new careers in a growing area.

CDS, for more than 30 years a leader in the field of alternative dispute resolution, has trained thousands of people worldwide in mediation and negotiation. The geographical and occupational diversity of CDS trainees suggests the many types of disputes to which mediation and other dispute settlement processes can be applied.

## ABOUT CDS' MEDIATION TRAINING

*"...a wonderful learning experience for me. You are great teacher[s] and I am so encouraged by the many opportunities I see in the country to use the dispute settlement techniques you advocate."*

**Janet Reno**  
Former U.S. Attorney General

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**Linda R. Singer**, a mediator, teacher, arbitrator, lawyer, and author, has been President of the Center for Dispute Settlement since 1971. She also is a partner in ADR Associates L.L.C. Through the years, she has maintained an active mediation practice, while guiding the Center's expansion into a full-service dispute settlement organization. She has trained thousands of professionals, students, and volunteers worldwide in both mediation and negotiation skills. She co-teaches the Mediation Workshop at Harvard Law School's Program of Instruction for Lawyers.

**Michael K. Lewis**, Senior Associate of the Center for Dispute Settlement and Managing Partner of ADR Associates L.L.C., is a mediator, arbitrator, teacher, and lawyer. Mr. Lewis has mediated a variety of complex disputes involving commercial, environmental, public policy, and interpersonal issues. His mediation skills have been featured on television and instructional videotapes. He has trained thousands worldwide in mediation and negotiation techniques, including co-teaching the Mediation Workshop at Harvard Law School's Program of Instruction for Lawyers.

**Edna A. Povich**, CDS Vice President, is a mediator, facilitator, trainer, program director, and systems designer. Ms. Povich provides training in mediation, negotiation, and systems design for private organizations, courts, and government agencies. She mediates in a variety of contexts, including business, employment, development, community, government, divorce, and family.

**Jerry P. Roscoe**, a trainer, mediator, and lawyer, is experienced in the litigation and mediation of complex matters involving commercial, medical, environmental and employment disputes. Mr. Roscoe's most recent projects have included the design of dispute resolution processes for corporate EEO programs and federal agencies.

## EXPERIENCED PROFESSIONAL TRAINERS

*"...outstanding teachers and mediators. I have attended both beginning and advanced mediation courses offered by CDS and was very pleased ...they do an outstanding job."*

**Tom Louthan, Director  
Office of Appeals  
Internal Revenue Service**

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## Mediation for the Professional

**Course Dates:** Offered thrice: November 12–15, 2003  
March 3–6, 2004  
November 17–20, 2004

**Course Schedule:** Wednesday p.m. 6:00–9:00  
Thursday 9:30–5:30  
Friday 9:30–8:00  
Saturday 9:30–3:00

**Tuition:** \$995 for the November 2003 course;  
\$895 if registered by January 30 for the  
March 2004 course or by September 30 for the  
November 2004 course;  
\$995 thereafter

**Prerequisites:** None

**Mediation for the Professional** provides an intensive grounding in the techniques of mediation as participants immerse themselves in conflict simulations, many patterned after actual disputes. The 3½-day course includes:

- Lectures and live demonstrations of mediation techniques;
- Small group simulations designed to provide experience in mediating a wide range of dispute types, including corporate, employment, contract, interpersonal and public policy issues;
- Individual critiques and feedback;
- One evening of three simulations from start to finish, in groups of three;
- A discussion of ethical dilemmas facing mediators;
- A discussion of how to gain experience in mediating actual cases;
- Linda R. Singer's award-winning book, *Settling Disputes: Conflict Resolution in Business, Families, and the Legal System*;
- A training manual, which details each step of the mediation process;
- Continental breakfasts and snacks.

## MEDIATION FOR THE PROFESSIONAL

### WHO SHOULD ATTEND?

This course is designed for attorneys, managers, human resource and other professionals interested in learning or further developing their mediation skills.

## Advanced Mediation Techniques

- Course Dates:** April 22–24, 2004
- Course Schedule:** Thursday 9:30–5:30  
Friday 9:30–5:30  
Saturday 9:30–3:00
- Tuition:** \$995 if registered by February 27;  
\$1095 thereafter
- Prerequisites:** Mediation for the Professional,  
Harvard PIL Mediation workshop or  
equivalent training,  
or consent of instructor

**Advanced Mediation Techniques**, an interactive 3-day course, focuses both on the skills of the mediator and on the skills of parties and advocates in mediation.

- In order to permit maximum feedback and learning, participants will spend most of the class time in small groups practicing advanced mediation techniques in disputes involving civil, commercial, and employment problems, as well as multi-party international, public policy, class actions, and environmental conflicts.
- Each participant will have the opportunity to mediate a complete dispute, with feedback.
- We will focus on preparing clients to participate in various ADR processes, representing clients in ADR, analyzing complex disputes, and employing a neutral to help achieve durable agreements.
- There will be a reception for all participants on Friday evening.

## ADVANCED MEDIATION TECHNIQUES

### WHO SHOULD ATTEND?

This course is designed for previously trained or experienced attorneys, managers, human resource, and other professionals interested in enhancing and refining their mediation skills. Enrollment is strictly limited. Please call us if you wish to discuss whether this course is appropriate for you.



## MEDIATOR CERTIFICATION

*"I thought the trainers were excellent. They had an extensive grasp and knowledge of the subject, from both an academic and practical point of view. Not only were they expert at 'doing' but also in quickly addressing and evaluating individual strengths and weaknesses. Kudos!"*

Marcia E. Doane, Attorney  
Corn Products  
Summit, Illinois



**Mediation for the Professional** has been approved by the **CPR Institute for Dispute Resolution** for CPR Panelists requiring mediation training.

There is currently no national certification procedure for mediators. Certification requirements often are set by entities that maintain rosters of mediators, such as court-connected mediation programs, community-based programs, and private firms offering mediation services. Anyone wishing to apply for mediator certification with a particular organization should determine that organization's requirements before registering.

Bar associations having mandatory continuing educational requirements generally give full credit to our courses, including one hour of ethics credit.

*"Superb! This is the best seminar I have attended in a long career of seminars. The lectures were lively, engaging and a joy to attend. The role playing and examples were creative, well-run and fun, too."*

Kathryn T. Harris, Attorney  
Arent Fox  
Vienna, Virginia

*"Great organization of class content! This was the best seminar I've attended in my professional career."*

Diana Chesterfield, Diversity Affairs Manager  
Nordstrom  
Seattle, Washington

*"...thank you again for running a marvelous program on mediation. Not only did I think the training sessions were extremely informative, but they were a great deal of fun. I also felt the persons you had gathered together were a fascinating and diverse group of individuals who added a great deal to the give and take of the training sessions."*

William R. Jentes, Attorney & CPR Panelist  
Kirkland & Ellis  
Chicago

*"When I told people that I was planning to take such a course, many said to me, 'What do you need that for, Dan?' Well, I found out. I can see that the worst thing for any disputant is to have an untrained mediator. The process is so different from the traditional legal models that I have followed all of my career. Both of you exhibited such enthusiasm and respect for the process that it was contagious. And as you pointed out, we had an excellent group to train with."*

Daniel J. O'Hern, Former Justice  
New Jersey Supreme Court

PARTICIPANTS  
TELL US...

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## ADDITIONAL CDS SERVICES

*“CDS’ mediation training has helped me enormously in my daily work. In supervising a large staff, I find frequent need to use my mediation skills to identify options and resolve problems.”*

**Emmett Aldrich, Director,  
Management & Labor Relations  
Office of Personnel & Training  
U.S. Dept. of Housing and  
Urban Development**



## Customized Training

In addition to the popular courses CDS regularly conducts in Washington, D.C., we can tailor an existing course or develop an entirely new training package to meet the specific needs and site of your organization. We have designed numerous training programs for courts and government agencies, law firms, private organizations, social service providers, accounting firms, and healthcare providers in such specialized areas as:

- Mediation of Workplace Disputes
- Mediation for Court Personnel and Volunteer Neutrals
- Mediation of Tax Disputes
- Health Law/Healthcare Mediation
- Dispute Resolution for Government Agencies
- Conflict Resolution for Correctional Facility Staff
- Mediation or Evaluation of Personal Injury Disputes
- School Peer Mediation
- Systems Design and Implementation
- Basic and Advanced Negotiation Skills
- Training of Trainers

## Mediation

Our professional staff and associates have helped to foster thousands of successful, long-lasting mediated settlements of a wide range of disputes, including those within government agencies or non-profit organizations; between employers and employees, government and private citizens; and citizens' groups and others, such as commercial or residential developers or governments, who seek to change the nature of the community. Our staff and associates also have mediated commercial disputes involving banking institutions, insurance companies, real estate developers, and law firms.

## Facilitation and Systems Design

CDS plans, convenes, and facilitates meetings to address problems in a constructive way. This sort of activity may take place before there is an actual dispute and thus avoid the polarization that takes place once people have taken sides. CDS also specializes in the design, implementation, and evaluation of systems for resolving conflict. We have helped both public and private, non-profit organizations of all sizes develop responsive and efficient ways of solving problems.



**Registration**

To reserve a place in a course, please complete the attached registration form and return it with full payment or government purchase order. Spaces are allocated in the order complete registrations are received.

**Method of Payment**

Payment is required with registration. Payment may be made by check, money order, Visa or Mastercard. Government agencies only may submit purchase orders. *All payments must be drawn in U.S. dollars on a U.S. banking institution.* Please make checks payable to Center for Dispute Settlement. We are unable to offer discounted tuition. Tuition includes continental breakfasts and afternoon breaks.

**Training Site**

The Conference Center of the Carnegie Endowment for International Peace, 1779 Massachusetts Avenue, NW, Washington, D.C., is close to Dupont Circle, in an area surrounded by restaurants, specialty shops, art galleries, museums, and embassies. It is near the Dupont Circle station on the Metro-Rail red line.

**Cancellations**

Refunds will be made for cancellations received more than one month before the start of a course. *Cancellations received after that time will be refunded only if another registrant is substituted.* A \$50 administrative charge will be deducted from all refunds.

**Certificates/Continuing Education Credits**

Each participant completing the course will receive a Certificate of Completion. CDS courses have been approved by many jurisdictions for CEU and CLE credits. Please contact us once you know what documentation is required and we will be happy to assist you.

**Dress**

Informal or "business casual" dress is suggested.

**Hotels**

Washington hotels fill up quickly during peak seasons. Please register early for best selection.

## PRACTICAL INFORMATION

### OTHER QUESTIONS?

Please call us at 202/265-9572 with other questions or concerns. We will do our best to accommodate your needs.



## CONVENIENT HOTELS

There are numerous hotels in the vicinity of CDS' training site, the Carnegie Conference Center, 1779 Massachusetts Avenue, NW. Listed below is a representative sampling. Rates listed may vary over the course of the year and are not guaranteed. Hotels marked with an asterisk are those closest to the training site (within a 5–15 minute walk).



### **The Hotel Madera\***

1310 New Hampshire Ave., NW  
202/296-7600  
From \$169

### **The Doyle Normandy**

2118 Wyoming Ave., NW  
202/483-1350; 800/424-3729  
\$145–\$195

### **Jurys\***

1500 New Hampshire Ave., NW  
(closest)  
800/423-6953  
\$155

### **Hilton Washington- Embassy Row\***

2015 Massachusetts Ave., NW  
202/265-1600  
\$200–\$275

### **Westin Embassy Row\***

(formerly Ritz-Carlton)  
2100 Massachusetts Ave., NW  
202/293-2100  
\$300–\$350

### **Topaz Hotel**

1733 N Street, NW  
202/393-3000  
From \$159

### **Radisson Barcelo\***

2121 P Street, NW  
202/293-3100;  
Radisson Hotels Nationwide:  
800/333-3333  
\$99–\$249

### **Tabard Inn\***

1739 N Street, NW  
202/785-1277  
\$88–\$170

### **Victoria and Maxwell Bed & Breakfast\***

17th and Q Streets., NW  
202/328-3510  
[www.bedandbreakfastdc.com](http://www.bedandbreakfastdc.com)  
\$75–\$115

### **Washington Courtyard by Marriott\***

1900 Connecticut Ave., NW  
202/332-9300; 800/842-4211  
From \$200

### **Washington Hilton and Towers\***

1919 Connecticut Ave., NW  
202/483-3000  
\$200–\$295

### **Windsor Park**

2116 Kalorama Road, NW  
202/483-7700  
800/247-3064  
\$98–\$108

# REGISTRATION FORM

Please type or print legibly the following information:

\_\_\_\_\_  
Name (as you wish it to appear on your certificate)

\_\_\_\_\_  
Name (as you wish it to appear on your name badge)

\_\_\_\_\_  
Profession/Position

\_\_\_\_\_  
Company/Organization/Agency

\_\_\_\_\_  
Mailing Address City State Zip/Postal Code Country

( ) ( )  
Work Phone Fax Number E-mail Address

\_\_\_\_\_  
Substantive areas of interest (eg. commercial, employment)

\_\_\_\_\_  
Degree(s) earned and year(s) obtained (or attach resumé). **Advanced registrants only: please list previous training.**

*Please check course(s) and payment amount(s) for which you are registering:*

- Mediation for the Professional:** November 12–15, 2003  
 \$995
- Mediation for the Professional:** March 3–6, 2004  
 \$895 before January 30  \$995 after January 30
- Mediation for the Professional:** November 17–20, 2004  
 \$895 before September 30  \$995 after September 30
- Advanced Mediation Training:** April 22–24, 2004  
 \$995 before February 27  \$1095 after February 27

*Please check method of payment:*

- Visa  MasterCard  Money Order  Check (payable to CDS in US \$ on US bank)

\_\_\_\_\_  
Credit card number Name on credit card Expiration Date

\_\_\_\_\_  
Credit card billing address (including zip code)

\_\_\_\_\_  
Credit card signature

PLEASE SEND TO:

Center for Dispute Settlement  
1666 Connecticut Ave., NW  
Suite 500  
Washington, DC 20009  
Phone: 202/265-9572  
Fax: 202/332-3951  
E-mail: klarose@cdsusa.org

*Courses fill up quickly. Please register early for best selection.*



*1666 Connecticut Avenue, NW  
Washington, DC 20009*

Approved Mediation Courses for

- CPR Institute for Dispute Resolution
- CLE/CEU