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PRESENTS:

**A Mediator Skill Training ~
“Diminishing the Cost of Conflict in the Workplace”
February 14, 16 and 21, 2012
8:30am – 4:30pm
TAGS Meeting Hall, Big Flats, NY
(Between Elmira & Corning on 352)**

21 Strategic Credit Hours Offered to SHRM Members

3 full days to experience an intensive, engaging and interactive training facilitated by the Community Dispute Resolution Center, a leader locally & nationally in the field of mediation and conflict management education & training.

This course will offer personal and professional development in...

- **Conflict Theory & Premises**
- **Roles, Responsibilities & Skills of the Mediator**
- **Supporting Party Driven Processes**
- **Using Mediation Effectively in the Workplace**

“This was a great experience and what I was hoping for. I continue to admire the work of CDRC mediators.”

“I’m ready to jump in and use my new skills at work!”

SHRM Members, 2011 Training

FOR MORE INFORMATION about the sessions or to register, please contact **Jeff Shepardson, CDRC Training & Education @ 607-273-9347 / shepardson@cdrc.org**. Training Fee is \$350.00.