



The Department of Transportation Center For Alternative Dispute Resolution Basic Mediation Training Course February 28-March 1, 2012



Who Should Attend?

Anyone interested in learning how to mediate or in understanding the mediation process. This is an interactive course so you must attend all three days.

Training Course Overview:

The Basic Mediation Training course provides participants with a practical understanding of mediation by placing them in the mediator's chair. From this vantage point, participants can gain invaluable insight into what makes the process work and how it can best be used.

The course covers the “nuts and bolts” of the mediation process, including fundamentals of communication (particularly active listening) and negotiation. Participants will also learn how to find creative ways to resolve conflicts by identifying and shaping resolutions around underlying interests. The course uses a variety of learning vehicles including lecture, simulations and participatory role play exercises. Lectures are followed by opportunities to apply new concepts and skills to concrete a real world situation. Performance is then critiqued by experienced neutrals, providing practical insights and opportunities to enhance skills.

Leadership Competencies:

- Conflict Management
- Creativity/Innovation
- Flexibility
- Influencing/Negotiating
- Interpersonal Skills
- Oral Communication
- Problem Solving

Course Location:

Time: 9:00am - 4:00pm
Place: DOT Oklahoma City
Conference Center, Room 6
U.S. Department of Transportation
1200 New Jersey Avenue, S.E.
Washington, DC 20590

More Details:

To register for this course, please send an email request, including your name and telephone number to CADR@dot.gov.

To learn more please visit our website
www.dot.gov/ost/ogc/CADR



Other Training Courses:

- Conflict Management Skills
- Transformative Mediation Skills

Contact Us:

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