

# **Conflict Resolution & Mediation Skills Training**

## **On-Line Presentation**

***January 27-29 & February 3-5, 2022***  
**4:00 p.m. to 8:00 p.m. – Thursdays & Fridays**  
**1:00 p.m. to 4 p.m. – Saturdays**

**Training Format:** We will use the Zoom Pro platform and you will need video and audio capability to participate.

**Cost: \$525**

This course combines conflict management theory with intensive practical and experiential role plays and exercises that will improve each participant's communication skills and provide conflict management strategies and techniques that are empowering and effective in everyday work, family and community situations.

The 20+ hour program will cover:

- Reflective listening skills
- Conflict resolution theory
- Identifying underlying issues
- Interest-based problem solving
- Understanding conflict behaviors
- Small group exercise
- Diversity
- Role Plays

This course is approved by the Supreme Court of Virginia Dispute Resolution Services and can be used towards Mediator Certification training requirements.

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*Registration closes Thursday, January 20, 2022*  
*Final payment is due by January 24, 2022*

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### **About the Trainers**

Andrea Palmisano, *Palmisano Mediation Services*, and Karen Richards, *Karen Richards Training & Mediation LLC*, are Virginia Certified Mediators and trainers. Together, they have 40 years of conflict resolution and training experience. Andrea is also a Professor of Psychology at Tidewater Community College and Karen is also a Certified Practitioner of the Myers-Briggs Type Indicator®.

**Cancellation and Refund Policy:** We may cancel the training for insufficient registration or inclement weather and we will issue all registrants a full refund of any payments made. Cancellation by a participant must be done in writing by Thursday, January 20, 2022 in order to receive a full refund. If cancellation is made after January 20, 2022, the participant will receive a refund less the \$100 deposit. Participants who fail to cancel or fail to attend the training ("No-Shows"), will be charged the full amount of the training and will forfeit the deposit and any payments made towards the training.

**Questions?** Contact Karen Richards at (757) 635-4651; visit [krtrainmediate.com](http://krtrainmediate.com); or email her at [krtrainmediate@gmail.com](mailto:krtrainmediate@gmail.com)

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## Conflict Resolution & Mediation Skills Training Registration Form

*(A minimum deposit of \$100 is required to register for the general mediation training)*

*Registration deadline: January 20, 2022. Full payment is due January 24, 2022.*

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Name

\_\_\_\_\_  
Company

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State & Zip

Phone # \_\_\_\_\_ Email \_\_\_\_\_

\_\_\_\_\_  
Training Date

\_\_\_\_\_  
Amount Enclosed

**For Credit Card Payment:** Type: MC \_\_\_ VISA \_\_\_ AM EXP \_\_\_ DISCOVER \_\_\_

Name on Card: \_\_\_\_\_

Card Number \_\_\_\_\_

Expiration \_\_\_\_\_ CVC # (3/4 digit code on back) \_\_\_\_\_

Billing Address & Zip Code \_\_\_\_\_

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\_\_\_\_\_  
Your signature authorizing credit card payment

**For checks,** make payable to: Karen H. Richards

**Mail registration form & payment to:** Karen Richards Training & Mediation LLC  
3419 Virginia Beach Blvd., #106  
Virginia Beach, VA 23452