Conflict Resolution & Mediation Skills Training On-Line Presentation

February 3-7, 2025 1:00 p.m. to 5:00 p.m.

Training Format: We will use the Zoom Pro platform and you must have video and audio capability to attend this synchronous-learning class.

Cost: \$610

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.

Registration closes Monday, January 27, 2025 Final payment is due by January 31, 2025

Meet the Training Team

Andrea Palmisano, PhD, Palmisano Mediation Services; Karen Richards, Karen Richards Training & Mediation LLC; and Kim Graham and Sara McAllister, Limitless Possibilities Mediation Services, are Virginia Certified Mediators and trainers. Together, they have 75 years of conflict resolution and training experience.

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 <u>Monday</u>, <u>January 27, 2025</u> in order to receive a full refund. If cancellation is made after January 27, 2025, the participant will receive a refund <u>less the \$100 deposit</u>. 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; or email her at <u>krtrainmediate@gmail.com</u>

Karen Richards Training & Mediation LLC $_{\circ}$ krtrainmediate.com $_{\circ}$ 757-635-4651

Conflict Resolution & Mediation Skills Training Registration Form

(A minimum deposit of \$100 is required to register for the general mediation training.) Registration deadline: January 27, 2025. Full payment is due January 31, 2025.

Name	
Name	
Company	
Address	
City, State & Zip	
Phone # E	mail
_February 3-7. 2025	Amount Enclosed
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	
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	

Karen Richards Training & Mediation LLC $_{\circ}$ krtrainmediate.com $_{\circ}$ 757-635-4651