

Conflict Mediation



The goal of resolving conflict in a relationship is not victory or defeat. It's reaching understanding and letting go of our need to be right.



Mediation is a cooperative, interactive, problem-solving, decision-making process, involving contending parties and a neutral, impartial, third-party who serves as the mediator.

In this mediation dispute resolution training, you will learn the process goals of being a mediator. You will also learn about guiding the process, facilitating clear communication, promoting reconciliation, and understanding the parties by making practical, informed decisions to resolve the issues before them.

This is a **40-hour course series**, delivered in **five 8-hour sessions**. Upon completion, the participant will receive a certificate for Mediation Dispute Resolution Training.

All classes will take place in Building Inspections Conference Room, Plano Municipal Center.

June 12, 2018

June 15, 2018

June 21, 2018

June 22, 2018

June 26, 2018 (1 PM-5 PM, Training Room A)



Instructor:

Anthony Picchioni,

Clinical Professor
Southern Methodist Uni-
Dispute Resolution Masters Program

Let's Talk

(Classes are from 9:00 A.M. until 4:30 P.M.)

Register Now!

Course Code in PeopleSoft: PD3407

