

January 2016

January 6, 15-17, 22-24

YCRC

YOLO CONFLICT RESOLUTION CENTER

Conflict Resolution and Mediation Certificate Training

"This is probably one of the best trainings I've been a part of and I've done lots. I feel like I've gained more confidence in dealing with conflict (not something I've always been comfortable with)"

"I feel very confident now that I have gone through this training. I will definitely be able to use this info in my life. This was great training. Thank you so much."

"I always thought that conflict was bad and now I see it as an opportunity for connection. Wow!!!, feeling grateful for this new outlook. I really appreciate all of the new skills I am leaving with today!"

The Conflict Resolution and Mediation Certificate Training is the first step in becoming a YCRC volunteer mediator. The training is also beneficial for individuals looking to learn skills for effective communication and dealing with conflicts.

The 40-hour training program includes lectures, discussions, communication skills exercises, and mediation process role-play. Topics and skills covered in the training program include:

- Introduction to the nature of conflict
- Differences in conflict engagement styles and preferences
- Introduction to dispute resolution
- Introduction to community mediation
- The role of the mediator in the community mediation model
- Effective communication and conflict resolution skills and techniques for the community mediator
- Ensuring safe expression of heightened emotions and disagreements

Additional Information, training application, as well as volunteer information and application, are available on our website at www.yolocrc.org.

- Applications are due December 1, 2015
- Scholarships are available