

# Advanced Negotiation and Mediation Training

June 25-26, 2010 Silver Spring, MD

Alternative Resolutions, LLC and Joyce A. Mitchell & Associates, P.C.

in collaboration with

Creative Dispute Resolutions, LLC



## Course Objectives:

- Explore conflict styles and the dynamics of these styles in mediation and negotiations;
- Learn advance negotiation/impasse and collaborative problem-solving skills;
- Examine the role of oral and non-verbal communication skills in a negotiation and the other factors which affect negotiation;
- Examine the role of the mediator in the room;
- Utilize videos, demonstrations and role plays to support the lectures and written materials;
- Apply impasse techniques and an understanding of conflict dynamics in mock scenarios; and
- Provide personal feedback for individual development of mediator techniques and skills.

## Trainers:

Ms. Kandell and Ms. Mitchell are experienced trainers, lawyers, mediators, arbitrators and adjunct college professors with hundreds of cases and decades of experience providing dispute resolution services. They have been featured on local, state and national programs.

Early Bird Registration by June 5: \$550; Full Registration due June 12: \$600; PayPal available

For information: [www.alternativeresolutions.net](http://www.alternativeresolutions.net) or [www.creativedisputeresolutions.com](http://www.creativedisputeresolutions.com)

**Questions:** Call Ellen Kandell @ 301-588-5390 or Joyce Mitchell @ 301-589-7113