

# **Alternative Resolutions and Joyce Mitchell and Associates**

40-hour Basic Mediation Training,

October 5-9, 2009

in Downtown Silver Spring, MD

## **Who We Are:**

**Ellen F. Kandell and Joyce Ann Mitchell** are experienced attorneys, certified mediators, trainers and college professors. They are featured on various training videos and hold leadership positions in the legal and ADR communities. **Ellen** is the President of Alternative Resolutions. Her mediation training is from Harvard Law School. She has mediated cases for metropolitan area law firms, numerous federal agencies and Montgomery County Government. A majority of her mediation experience is in the area of workplace and EEO. She is an Adjunct Professor at the University of Maryland and Catholic University of America where she teaches courses in negotiation and conflict management. In addition to her extensive mediation and legal experience, **Joyce** is an arbitrator in the District of Columbia and Maryland and nationally with two ADR organizations. She is a certified mediator in the states of Virginia and North Carolina and on the mediator rosters of the various courts of suburban DC/MD, the Equal Employment Opportunity Commission and several other Federal agencies. Joyce is an Adjunct Professor at the law schools of Catholic University, where she teaches negotiation, mediation and arbitration techniques and the University of Maryland where she teaches arbitration. Her legal practice of 28 years is limited to business, employment and labor law.

## **Course Format:**

The training format is very dynamic and includes extensive use of role plays, exercises and simulations. Role plays are selected to compliment the subject matter areas of the participants. Each trainee will have an opportunity to practice skills and be observed and critiqued multiple times. The training meets the requirements of Maryland Rule 17-106 for court appointed mediators. Experienced senior mediators will assist with coaching and critiques. The cost includes breakfast and lunch, training materials, professional resources and a certificate of completion. Parking is free.

## **Comments from Past Participants:**

"More than excellent, the best course I have had in a very long time. Learning was presented in such a comfortable and organized way that made learning the skills easy". "You both created a safe and inviting environment, encouraged all participants and asked us to work hard" "Joyce and Ellen were very accessible and approachable and never made us feel incapable" " I particularly was impressed with the methods of teaching a disparate group to work together to learn a new skill, especially when we came with different professional backgrounds." "I would recommend this training with these trainers to anyone seriously interested in the profession". "The training was very effective. I believe this is largely due to the instructors who were clearly concerned about full understanding of the basic concepts of this course".

**EARLY BIRD REGISTRATION: \$1100, IF** paid by September 14<sup>th</sup> for the October class; a \$150.00 deposit will hold your place and the balance of the fee is due by September 28<sup>th</sup>.

**FULL REGISTRATION: \$1150** thereafter. Contact us regarding group discounts for three or more. See our Registration Information at [www.alternativeresolutions.net](http://www.alternativeresolutions.net). We have Pay Pal. Questions? Call Ellen @ 301-588-5390 or Joyce @ 301-589-7113.

**Send a check, payable to Alternative Resolutions, and the information requested below to:**

**Alternative Resolutions**  
**2026 Glen Ross Road**  
**Silver Spring, MD 20910-2123**  
[www.alternativeresolutions.net](http://www.alternativeresolutions.net)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization/Company: \_\_\_\_\_

Address: \_\_\_\_\_

Phone/Fax/E-mail: \_\_\_\_\_