

## ***Who Should Attend?***

This workshop is for anyone interested in learning about the mediation process and augmenting their present practice and work with mediation skills, including attorneys, human resource managers, educators, and others who want to incorporate mediation into their professional lives.

### **This Program is designed to:**

1. Develop the knowledge and skills required of an effective mediator.
2. Present an understanding of conflict resolution theory.
3. Offer essential practical experience through role-plays, personalized coaching, and debriefing and discussion of mediation exercises.
4. Enhance communication and interactive skills.
5. Provide participants with CLE credits.
6. Afford basic training for attorneys who want to mediate in the Rule 170 Program.

**Cost: \$825**

The program will be held at:

Roundtable Mediation  
Amoskeag Business Incubator  
33 South Commercial Street  
Manchester NH 03101

## ***Course Topics***

Assumptions about Disputes  
Sources of Conflict  
Dispute Resolution Methodologies  
How Personality Traits Affect  
Conflict Management  
Voluntary Dispute Resolution  
Processes  
Overview of Mediation  
Role of the Mediator  
Creating an Environment for  
Mediation  
Beginning the Mediation  
Constructive Listening Skills  
Fact Gathering Skills  
Identifying & Framing Issues  
Setting the Agenda  
Facilitating Communication  
Engaging Constructive Participation  
Caucuses  
Identifying Interests  
The Mediator as a Problem Solver  
Distributive Bargaining  
Generating Movement  
Dealing with Emotion  
Dealing with Impasse  
Closing the Mediation  
Multi-Party Issues  
Effective Agreement Writing  
Confidentiality in Mediation  
Ethical Issues Confronting the  
Mediator  
Gender/Cultural Issues  
Mediation Styles  
Mediation Simulations  
Dealing with Attorneys

## ***The Trainers:***

**Peter Wolfe** currently serves as a mediator and trainer for Roundtable Mediation Services. Previously, he worked for the New Hampshire Courts for 18 years where he helped design and implement the Superior Court Rule 170 Program, the Probate mediation program and District Court Small Claims mediation program. While working for the courts he participated in the training of court mediators for the Superior Court Rule 170 Program and the District Court Small Claims Program as well as serving as mediator in each of these programs. He continues to mediate for these programs as well as serving as an Adjunct Professor of the Mediation Clinic at Franklin Pierce Law Center.

**Melinda Gehris** is a partner with Hess Gehris Solutions. She focuses her practice on alternative dispute resolution. Her interest in mediation began early and she describes herself as a conciliator at heart. Melinda has been mediating since 1994 and regularly mediates and arbitrates for private parties and in the New Hampshire Probate and Superior Courts. In addition, she is a trainer and coach for mediators and others in conflict management and dispute resolution. Melinda is also an Adjunct Faculty member at Franklin Pierce Law Center and the Woodbury Institute at Champlain College.

Registration is limited, so please register early to reserve your space. A non-refundable deposit of \$200 is required. Checks should be made **payable to Hess Gehris Solutions**. Full payment is due by May 20, 2009.

By Mail: Send your completed form and deposit to Hess Gehris Solutions, Attn: Raelynn Armstrong, 501 Hall Street, Bow, NH 03304.

By Fax: Fax your completed form to (603) 227-0745. Registration will be confirmed upon receipt of your deposit.

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Name

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Organization

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Address

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Address

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Telephone

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E-mail address

For information, please contact:

Raelynn at Hess Gehris Solutions  
(603) 225-0477  
Raelynn@hessgehris.com

## ROUNDTABLE MEDIATION



AND

## HESS GEHRIS SOLUTIONS



PRESENT

## BASIC MEDIATION TRAINING

40 HOUR TRAINING  
FOR NEW MEDIATORS

Mon. June 1, 1:00-8:00

Thursday June 4, 1:00-8:00

Friday June 5, 1:00-8:00

Monday June 8, 1:00 to 8:00

Thursday June 11, 1:00-8:00

Saturday June 13, 9:00-5:00