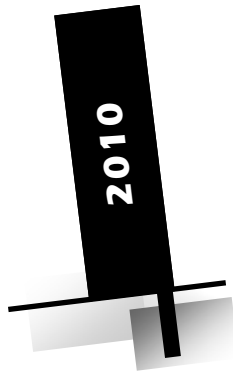




*Where Conflicts Can Be Resolved*

Mediation Center  
5356 Chew Avenue  
(rear)  
Philadelphia, PA 19138

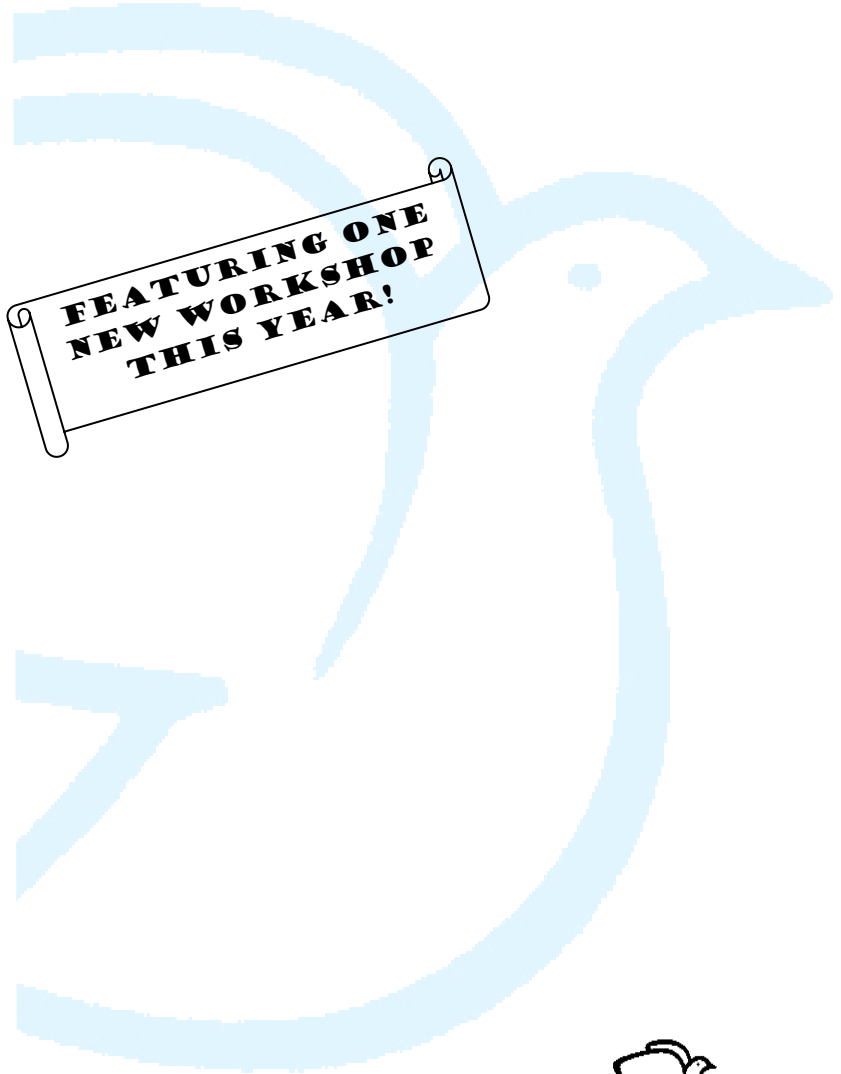
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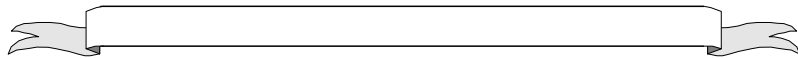
# TRAINING CATALOG

*Where Conflicts Can Be Resolved*

**FEATURING ONE  
NEW WORKSHOP  
THIS YEAR!**



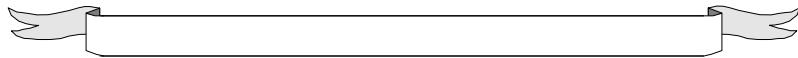
**2010 Training Catalog**



## SAVE THE DATE

### 3RD ANNUAL SHEPHERDS OF PEACE DINNER AND AWARD CEREMONY

WEDNESDAY, OCTOBER 20, 2010  
THE UNION LEAGUE  
6:00 PM



## REGISTRATION FORM FOR TRAININGS

Name \_\_\_\_\_

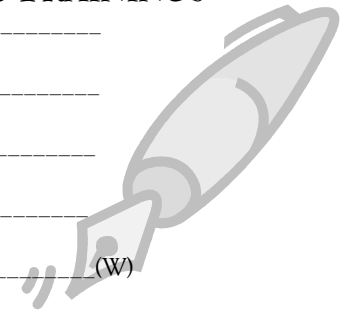
Employer \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ (H) \_\_\_\_\_ (W)

Fax: \_\_\_\_\_ Email: \_\_\_\_\_



Trainings	Fee	Dates
Basic Mediator Training		
Conflict Coaching		
Divorce & Custody Mediation		July 7,8,9 & 12-13
Elder Mediation Training		June 2-4
Multi-Party Mediation & Group Facilitation		November 11-12
Restorative Group Conferencing		May 5-7
Tonic for a Toxic Workplace		May 14
Victim Offender Conferencing		November 17-19
Youth Mediator Training		August 23-25

Total \_\_\_\_\_

Make checks for all workshops payable to:  
Good Shepherd Mediation Program  
5356 Chew Avenue, Philadelphia, PA 19138

A 25% cancellation fee will be applied when  
reservations are cancelled fewer than 7 days  
prior to the beginning of the workshop

## A Tonic for Toxic Workplaces: Transforming Conflict into Cooperation Through Collaborative Problem Solving

**Objective:** to offer organizational leaders skills to transform workplace conflict into an opportunity to improve communication, strengthen relationships and cultivate a climate of cooperation and productivity.

Why be frustrated by the stress and aggravation caused by working in a toxic environment fraught with conflict and power games? This workshop is about turning difficult situations to your advantage. It is ideal for executive directors, managers, supervisors and team leaders.

### Topics will include:

- Toxic workplace syndrome
- The impact of high emotions, identity threats and power plays
- Working with difficult people
- Transforming a toxic climate
- Interest-based negotiating
- Putting it all together



**Fees:**  
\$150.00  
\$200.00 with PA-CLE credits(7 substantive)

**Date:** Friday, May 14, 2010                      9:00 a.m. to 5:00 p.m.

**Trainer:**  
Cheryl Cutrona, Esq. (See bio on page 2)

## List of Trainings



<b>Basic Mediator Training</b>	<b>Page 2</b>
<b>Conflict Coaching</b>	<b>Page 4</b>
<b>Divorce &amp; Custody Mediation</b>	<b>Page 6</b>
<b>Elder Mediation</b>	<b>Page 7</b>
<b>Multi-Party Mediation &amp; Group Facilitation</b>	<b>Page 9</b>
<b>Restorative Group Conferencing</b>	<b>Page 8</b>
<b>Tonic for a Toxic Workplace</b>	<b>Page 10</b>
<b>Victim Offender Conferencing</b>	<b>Page 5</b>
<b>Youth Mediator Training</b>	<b>Page 3</b>
<b>Registration</b>	<b>Page 11</b>

## BASIC MEDIATOR TRAINING

**Objective:** To prepare individuals who are interested in becoming mediators to facilitate the mediation process. It offers trainees the opportunity to develop skills and techniques to enhance information gathering, communication, problem-solving, conflict management, agreement writing, ethical decision making and perception.

This basic training focuses on family, neighborhood, and small claims issues. The course includes: Confidentiality, Communication Skills, Practical Application of the Mediation Process, Legal and Ethical Considerations and Special Situations. Training format includes mini-lecture, individual, small, and large group exercises, role-playing and videos.

**You must attend all 24 hours to receive a Certificate of Completion.**

**Fees:**

\$450.00

\$500.00 for Attorneys seeking 18.5 substantive & 1.0 ethics

February 3-5, 2010 9:00 AM-5:00 PM

July 21-23, 2010 9:00 AM-5:00 PM

October 27-29, 2010 9:00 AM-5:00 PM

**Trainer:**

*Cheryl Cutrona, Esq.* has served as the Executive Director of Good Shepherd Mediation Program since 1991. She is a mediator, trainer, facilitator, writer, and editor. She mediates for the PA Dept. of Education Office of Dispute Resolution, the Better Business Bureau, the Philadelphia Bar Association Lawyer Fee Disputes program, and the U.S. Postal Service. Ms. Cutrona holds a B.A. from Michigan State University, a Masters in Library Science from Wayne State University, and a JD from Beasley School of Law at Temple University, where she teaches Mediation Advocacy and Practice. She also teaches several conflict resolution and mediation courses at St. Joseph's University. Ms Cutrona is the Recipient of the 2008 PA Bar Association ADR Committee Sir Francis Bacon Award.

## MULTI-PARTY MEDIATION AND GROUP FACILITATION: AN ADVANCED TRAINING FOR EXPERIENCED MEDIATORS

**Objective:** Mediators are being called upon to help in conflict situations that go beyond two or three disputants. Multi-party mediations and group facilitation involve more parties, more issues, more sessions, and new kinds of power imbalances. This workshop will prepare mediators for the challenges of facilitating and mediating multi-party disputes in a community setting.

Some of the topics covered include:

- Multi-party Mediation and Group Facilitation: Definitions
- Conflict Assessment and Convening: Intake, Interviews and Observations
- Process Planning and Design
  - ◇ Systems Theory and Patterns
  - ◇ Circular Causality
  - ◇ Triangulation
  - ◇ Smoking out (and understanding) Cliques, Covert Coalitions and Counter Coalitions
- The Impact on Confidentiality
- Power Imbalances
- Group Processes
- Group Facilitation Skills and Techniques
- Dealing with Difficult Personalities
- Overcoming Obstacles
- Reporting and Follow-up

The workshop is for experienced mediators. You must demonstrate that you have completed at least 24 hours of mediation training and mediated at least five disputes to register for this course. Completion of this workshop does not guarantee mediator competency or quality.

November 11-12, 2010

9:00 AM-5:00 PM

**Fees:**

\$300.00

\$350.00...PA CLE credits (13 sub./ 1 ethics)

**Trainer:**

*Cheryl Cutrona, Esq.* (See bio on page 2)

To Register Call: 215-843-5413



## RESTORATIVE GROUP CONFERENCING

**Restorative Group Conferencing (RGC)** offers offenders, those they have harmed and their communities of care an opportunity to meet face-to-face to discuss an offense or conflict by which all the participants have been impacted. RGC provides an opportunity, in a structured secure environment, for participants to discuss the offense, learn how each party has been impacted and work together to resolve the incident to the greatest extent possible. RGC allows offenders to be directly accountable for their actions, victims the opportunity for healing and a voice in the justice process and the community the ability to become agents of support.

**Objective:** The RGC training is for mediators interested in facilitating Restorative Group Conferences at Good Shepherd Mediation Program. The course includes: introduction to restorative justice principles; the victim's experience; the offender's experience, guest speakers; the Restorative Group Conferencing process; the role of the facilitator; confidentiality; and RGC simulations.

**You must attend all 24 hours to receive a Certificate of Completion.**

Participants **may** volunteer to complete the Restoratives Practices apprenticeship and facilitate a minimum of three cases over the next two years. **Limited scholarships available.**

Fees:  
\$375.00  
\$425.00 PA CLE credits (19.5 substantive)

May 5-7, 2010 9:00 AM-5:00 PM

**Trainers:**  
Adrian Sagan, Restorative Justice Specialist at Good Shepherd Mediation Program, has been involved in the criminal justice field as a victim advocate, counselor, program coordinator, trainer and facilitator. He is a mediator and restorative justice practitioner with experience in community mediation and restorative dialogue. Adrian is a restorative justice facilitator for Pennsylvania's Office of the Victim Advocate for cases of violent crime. Sagan holds a B.A. in Sociology and Human Services from Fort Lewis College in Durango, Colorado and an M.S. in Criminal Justice from Saint Josephs University in Philadelphia, Pennsylvania.

Randy Duque (see bio on page 4)



## Youth Mediator Training

Good Shepherd Mediation Program is currently seeking youth ages 12-17 who are interested in helping friends and family settle their disputes peacefully.

The Youth Mediator Training prepares teens to facilitate the mediation process. It offers participants the opportunity to enhance their communication, conflict resolution, problem solving, writing, and decision making skills.

This basic training focuses on school, community and family issues. Training format includes mini-lecture, individual, small and large-group games and exercises, role-playing and videos.

Youth who complete the training will be invited to co-mediate with trained adult mediators, mediating youth related disputes referred from various schools and agencies in the community. Youth mediators will receive a small stipend for volunteering their time.

**Participants must attend all 24 hours to receive a Certificate of Completion**

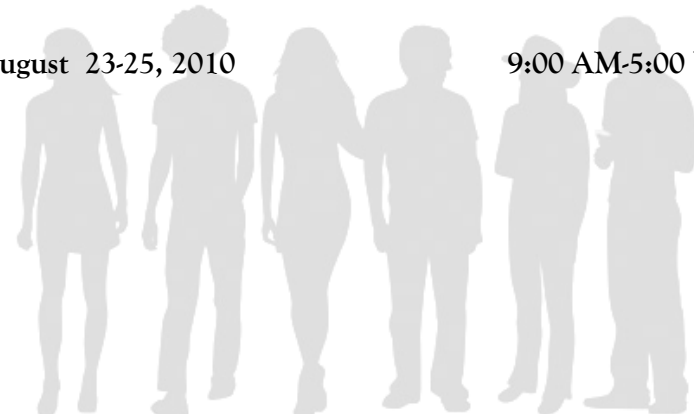
**SPACE IS LIMITED TO 20 YOUTH**

**Fees: FREE**

For more information or to obtain an application, please contact call 215-843-5413.

**August 23-25, 2010**

**9:00 AM-5:00 PM**



CONFLICT COACHING:  
HELPING PEOPLE PREPARE TO ADDRESS  
CONFLICT CONSTRUCTIVELY



**Objective:** To prepare mediators and conflict managers to use conflict resolution skills to “coach” people experiencing conflict when mediation or litigation is not the answer.

Conflict resolution coaching is a conflict assessment and planning process involving a neutral “coach” and a person experiencing conflict. Conflict coaches help disputants prepare mentally and emotionally to approach the other person involved in the conflict and develop a plan for how to address the conflict situation constructively. The “coach” is a third-party who is not involved in the conflict and who is trained to help people involved in a conflict assess the situation. Conflict Coaching can be used when the responding party declines the invitation to mediate or when a person experiencing interpersonal conflict seeks guidance from a mediator or another person trained in conflict management because they are unsure how to approach the other disputant.

Ideal for mediators, attorneys, social workers, and others in helping professions.

Fees:  
\$125.00 or \$175.00 PA CLE credits (14 Substantive)

Thur.-Fri, February 11-12, 2010 9:00 AM-4:00 PM  
Thur.-Fri, September 23-24, 2010 9:00 AM-4:00 PM

**Trainer:**  
**Randy Duque**, MA, is the Managing Director of Good Shepherd Mediation Program. He is a mediator, trainer, facilitator, and conflict coach who holds a bachelor’s degree in Biological Anthropology and a master’s degree in Applied Communication and Conflict Processes, both from Temple University where he is also an adjunct faculty member for the Department of Psychological Studies. Duque has worked in and presented at national and international forums, such as in California, Ohio, Israel, the Philippines, and Guam. His professional memberships include: the Association for Conflict Resolution and ACR-Greater Delaware Valley Chapter Board Member, and the Institute for the Study of Conflict Transformation – Next Generation Member.

ELDER MEDIATION TRAINING

Elder Mediation is a burgeoning area of practice. Elder Mediation supports older adults, their families and informal and professional care providers to have difficult conversations about issues that occur as a result of life cycle events, changes in physical and cognitive status and/or loss often associated with aging. This three-day intensive training will orient experienced mediators to the kinds of conflicts associated with aging and the special practice issues that arise when working with the older population, their families and care providers. Training format will combine lecture, video analysis, role play and discussion.

- Topics include:
- Conflicts Associated with Aging
  - Sensitivity to the Aging Process
  - Aging Biases and the Mediation Process
  - Intergenerational Family Dynamics
  - Capacity Issues and Accommodations
  - Screening for Elder Abuse
  - Use of Support Persons and Advocates
  - Facilitating Multi-Party Family Decision Making
  - Elder Law Issues
  - Ethical Considerations

Fees:  
\$450.00  
\$500.00...PA CLE credits (18.5 sub./1.0 ethics)  
Dates: June 2-4, 2010 9:00 a.m. to 5:00 p.m. each day  
Trainers:

**Kathryn Mariani** is a certified Transformative Mediator™ through the Institute for the Study of Conflict Transformation. She specializes in Elder Mediation and has published numerous articles about the use of elder mediation and served as the Chair of the First National Symposium on Ethical Standards for Elder Mediation, Philadelphia, April 19-20, 2007. Mariani has a BA in Communication and Religion from Eastern College and her MA in Religion from the Eastern Baptist Theological Seminary.

**Barbara Foxman** is a practicing licensed clinical social worker and a mediator. She is a Certified Transformative Mediator™ through the Institute for the Study of Conflict Transformation and mediates for Montgomery County Custody mediation court program and for Federal Occupational Health. Foxman is the Vice-President of the Pennsylvania Council of Mediators Board of Directors and serves on the board of The Jewish Dialogue Group where she is also a facilitator.

## DIVORCE & CUSTODY MEDIATOR TRAINING

**Objective:** This comprehensive, AFM-accredited mediator training program is a combination of role-play, lecture, simulation, discussion and videotapes of actual mediation. This five-day workshop walks participants through the process of divorce and custody mediation from the orientation session to the completed memorandum of understanding. The curriculum covers the following topics:

- Parenting arrangements
- Property division and support
- Tax, pension and other financial concerns
- Emotional issues
- Effective conflict management
- Mediation techniques
- Power balancing
- Ethics and standards of practice
- Domestic violence

**Fees:**

**\$1,500.00**

**\$1,600.00 For Attorneys Seeking 40 PA CLE (39 Substantive CLE's & 1 Ethics)**

**Location: TBA**

**July 7-9, 12-13, 2010; 9:00 a.m. to 5:30 p.m. on each day**

Participants must attend all 40 hours to receive a certificate of completion for this course.

**Limited seating is available.**

**Scholarships:** A limited number of partial scholarships are available for those who are willing to volunteer to mediate custody and/or divorce mediations at GSMP. Scholarship recipients *must* sign a contract with GSMP agreeing to mediate at least five divorce and/or child custody mediations within two years following the training. Those who fail to live up to the agreement will be invoiced by GSMP for the difference between the regular price and the partial scholarship price. Participants are also eligible to apprentice with experienced GSMP mediators so that they may be certified to accept court-referred custody mediations.

**Trainer:**

**Zena Zumeta** is an attorney, mediator, trainer and facilitator. She works with organizations to assist them in helping their departments, work teams, and labor-management teams work together effectively and productively. A graduate of Smith College and the University of Michigan Law School, Zena has been a mediator since 1981, and attorney, trainer and labor negotiator since 1975, and has worked with organizations since 1971. Zena is a co-founder and past director of the Ann Arbor Mediation Center and is president of Mediation Training & Consultation Institute and The Collaborative Workplace.

**Assistant Trainers:** Qualified divorce and custody mediators will coach the role-plays and PA practitioners will present information on PA divorce and custody laws.

## VICTIM OFFENDER CONFERENCING



**Victim Offender Conferencing (VOC)** offers juvenile offenders and those they have harmed an opportunity to meet face-to-face in a structured, secure environment to facilitate restoration, healing, and reconciliation, and/or to negotiate restitution. If the victim is unavailable or declines the invitation to

conference with the offender, the offender and his/her family participate in a parent/youth meeting or family mediation, where the discussion centers on the consequences of the youth's actions to the youth, the victim, the family, and the community.

**Objective:** This training is for mediators interested in facilitating victim-offender conferences at Good Shepherd Mediation Program. The course includes: Introduction to restorative justice principles; guest speakers; victim offender mediation process; the role of the mediator; confidentiality; the victim's experience; the offender's experience, and VOC simulations.

**You must attend all 24 hours to receive a Certificate of Completion.**

Participants **may** volunteer to complete the VOC apprenticeship and mediate a minimum of three VOC cases over the next two years.

**Fees:**

**\$375.00**

**\$425.00 PA CLE credits (19.5 substantive)**

Wednesday–Friday

November 17-19, 2010

9:00 AM-5:00

**Trainers:**

**Randy Duque** (see bio on page 4)

**Adrian Sagan** (see bio on page 8)