Don’t miss this rare opportunity to attend a one-day seminar with nationally known mediator and author Kenneth Cloke:

**Mediating Chronic Organizational Conflicts**
Based on his latest book *The Dance of Opposites*
March 13, 2015
Lowell Center, 610 Langdon St, Madison, WI

Fulfill WI Chapter 767 requirements and the professional standard for mediators with Perri Mayes, JD, through our:

**Divorce and Family Mediation Training**
40-hour basic training for mediating divorce and family-related cases
March 18-20 and April 22-24, 2015
Pyle Center, 702 Langdon St, Madison, WI

Based in part on his latest book, *The Dance of Opposites*, author and mediator Kenneth Cloke shares how to construct more collaborative, democratic, self-managing organizations. Every workplace generates chronic conflicts, yet few organizations develop constructive ways of resolving them or examine their “conflict cultures” to learn how they are created, escalated, and reinforced. Instead, conflicts are often viewed as personal failures, while the structures, systems, and strategies that gave rise to them are left unexamined, and the human and financial costs of conflict continue to mount.

Learn ways of adapting mediation skills to improve communications, coaching, team building, leadership, and change management. Discover how to design systems that prevent conflicts, encourage organizational learning, and shape a context of values, ethics, and integrity.

**Seminar topics include:**
- The nature and components of workplace conflict
- Organizations and conflict
- Mediation, transformation, and organizational change
- Systems design for conflict prevention and resolution

**Your Instructor**
Kenneth Cloke is director of the Center for Dispute Resolution and a mediator, arbitrator, facilitator, coach, consultant, and trainer. He received his JD from UC-Berkeley’s Boalt Law School; his PhD from UCLA; his LLM from UCLA Law School; and did post-doctoral work at Yale University School of Law. He frequently serves as adjunct faculty, most recently at Pepperdine University School of Law, Southern Methodist University, and the Global Negotiation Insight Institute at Harvard Law School. He is a nationally recognized speaker and author of numerous books including his latest *The Dance of Opposites: Explorations in Mediation, Dialogue, and Conflict Resolution Systems Design.*

**At the end of the seminar, you will be able to:**
- Define a practical, theoretical framework for successful conflict resolution
- Recognize and transform how to respond to intense emotions
- Describe new methods of paradoxical problem solving, collaborative negotiation, and dispute resolution
- Identify successful methods of resolving conflict and managing difficult behaviors in the workplace
- Discover how to design organizational systems that resolve and prevent chronic conflicts
Divorce and Family Mediation Training

Wednesday–Friday, March 18-20 and April 22-24

The Pyle Center, 702 Langdon St, Madison, WI
Registration, 8-8:30am on Wednesday, March 18; Wednesday and Thursday sessions, 8:30am-4:30pm with a one-hour lunch break; Friday sessions, 8:30am-2:30pm with a 45-minute lunch break.

40 hours of professional continuing education in divorce and family mediation skills; 46 CLE through the Wisconsin Board of Bar Examiners. Attendance at all six days of the program is required to complete the 40-hour training. Fee: $995 (deposit of $500 required at registration, balance due by first day of program).

This program provides comprehensive, in-depth training in a comfortable and supportive learning environment. It is designed to meet both:
- The 25-hour mediation training required by Wisconsin Chapter 767 to be considered a qualified mediator of divorce and child custody/placement cases; and
- The nationally recognized 40-hour standard training in a comfortable and supportive learning environment. It is designed to meet both:

Who qualifies for mediation training?

Mediation draws people from a wide variety of professions: education, human service, mental health, clergy, business, and law, among others. Their unique experiences and perspectives make for lively discussions and a rich learning environment. Whether you’re looking for mediation training to expand your professional career opportunities or to enhance your existing skill set, mediation skills are invaluable in both your professional and personal life.

The training covers these topics:

- Mediation approach
  - Mediation principles and models
  - Mediator roles and influences
- Mediation process
  - Setting the stage, beginning a mediation
  - Listening, questioning, framing issues, setting an agenda, generating options, building agreement
  - Writing an agreement
- Divorce/separation mediation
  - Court process
  - Working with attorneys and outside experts
- Parenting issues in divorce
  - Custody and placement
  - Parenting plans
- Financial issues in divorce
  - Property division
  - Financial responsibility
- Other
  - Ethics and standards
  - Domestic violence
  - Building a practice
  - Professional resources and more

Your Instructor

Perri Mayes, a dispute resolution professional based in Milwaukee, received her JD from Drake University. Here she prepared you for the practice of mediation. Mayes is well known as an inspiring, thorough, and supportive trainer. The training includes ample time to practice skills as you are learning them.

Why mediate?

Mediation is a unique approach to helping people or systems in conflict. Rather than advocating for one side or the other, the mediator guides the parties toward consensus agreements and resolution.

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Developed and taught by Perri Mayes, JD, an experienced and received WAM’s 2012 Distinguished Service Award and the Wisconsin Association of Mediators (WAM), and served as a family court mediation administrator. She taught mediation for many years for UW-Milwaukee’s Graduate Certificate in Mediation and Negotiation program.

Chapter 767 to be considered a qualified mediator.

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For additional information, contact Ann Whitaker at awhitaker@dcs.wisc.edu or 608-890-2747.

If you have a disability and desire accommodations, please advise us when you register. Requests are confidential. Programs offered by UW-Madison in cooperation with UW-Extension.

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General Information

Registration deadline: To ensure your place, please register as early as possible. Register online at continuingstudies.wisc.edu/mediation or call 608-262-2451 or online.

Cancellation policy: Program—in the event of bad weather or other circumstances; call 608-363-4432 or visit continuingstudies. wisc.edu to learn whether a Continuing Studies program or class has been cancelled. Participant—if you are unable to attend or arrange for a substitute, you may obtain a refund minus the $20 administrative fee by contacting your registration department at least three business days before the program. If you cancel fewer than three days prior, or do not attend, you are responsible for the entire fee. To cancel or arrange for a substitute, please call 800-725-9692.

Accommodations: Please make your own travel and lodging arrangements. Blocks of rooms are available at Lowell Center, 610 Langdon St; rates are $89/single, $101/double. To make reservations call 608-256-2621. The rooms will be released to others four weeks before the program dates. Lodging costs are not included in the program fee.

Continuing education hours approval and verification: Participants receive verification of attendance at end of program. UW-Madison Continuing Studies is an acceptable continuing education provider for the following: Attorneys: approved for CLE hours through the Wisconsin Board of Bar Examiners. See program descriptions for number of approved hours. Social Workers: UW-Madison Continuing Studies (provider #1042) is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org, through the Approved Continuing Education (ACE) program. UW-Madison Continuing Studies maintains responsibility for the program. ASWB Approval Period: 4/27/2013-4/27/2016. Social workers should contact their regulatory board to determine course approval. WI, IA, IL, MI, and MN Boards of Social Work recognize ACE programs. Counselors: UW-Madison Continuing Studies is a National Board for Certified Counselors (NBCC) Approved Continuing Education Provider (ACEP) #5990 and may offer NBCC approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program. WI Marriage and Family Therapists: qualifies as an accredited university continuing education course relevant to professional practice. WI Psychologists: qualifies as an accredited university continuing education course relevant to professional practice. WI Substance Abuse Counselors: qualifies as a continuing education course consisting of relevant subject matter taught by qualified presenters. Educators: these programs may qualify towards your Professional Development Plans (PDPs).

Other professions: Contact your own board or organization for specific continuing education requirements.

Accommodation

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