

MEDIATION CLINIC TRAINERS

CARLOS J. ALARCON is an experienced mediator and negotiator and is highly regarded in academic and financial circles for his innovative work in risk management.

DAVID A. CHERNISS is the Juvenile Mediation Program Manager at the San Mateo Superior Court and has been a practicing attorney and mediator for over 25 years.

TIM DAYONOT is an experienced mediator who teaches at UC Berkeley's Goldman School of Public Policy and operates a negotiation/training consulting firm.

MARC J. FEDER is a principal mediator at the firm of Frank & Feder and has trained hundreds of mediators in court, university, and community-based settings.

JOHN FORD is a professional workplace and divorce mediator who also teaches negotiation at U.C. Hastings, mediation at GGU, and was managing editor of Mediate.com.

TRACY LEMMON is an experienced attorney-mediator-trainer who primarily focuses on employment, general litigation, and community disputes. She is the Board President of Community Boards.

JOHN O'GRADY has a full-service estate planning & mediation practice. He serves as the 2012 Chair of The Estate Planning, Trust and Probate Law Section of the Bar Association of San Francisco.

MICHAEL G. QUIRKE, M.A., is a licensed Marriage and Family Therapist, with a clinical focus on helping adults learn how to stop anger from harming their relationships and careers.

COLIN RULE is a world-renown expert in on-line dispute resolution, CEO of Modria.com, author, and first director of eBay and PayPal's online dispute resolution systems.

CLAUDIA M. VIERA, ESQ., is an experienced attorney-mediator and professional trainer who focuses on employment, contract and business disputes.

Learn more about the trainers at www.communityboards.org.

Community Boards is proud to offer the Bay Area mediation community a third year of educational Mediation Clinics. These intensive, two-hour workshops allow new and advanced mediators the opportunity to add new skill sets and explore new areas of interest.

Topics for the 2012 calendar have been carefully selected based on feedback from previous clinic participants. Led by seasoned professionals, each course is affordable and conveniently located at the JAMS offices in downtown San Francisco. Community Boards is grateful to JAMS for their generous partnership.

About Community Boards

Founded in 1976, Community Boards provides a range of community-based conflict resolution services. Its Neighborhood Mediation Program—provided in English, Spanish and Cantonese—assists tens of thousands of San Francisco residents in resolving their conflicts through voluntary agreements.

If you are in conflict and need help, call Community Boards today.

The heart of Community Boards is its 275+ volunteer Community Mediators who help provide effective and fair forums to resolve a wide variety of disputes and problems.

As a training agency, Community Boards provides a wide range of technical services to local businesses and non-profit organizations. Community Boards even provides individually customized, on-site trainings upon request.

Be sure to visit www.communityboards.org or call 415-920-3820.

Become a member for discounts on Clinics and other great benefits. Go to www.communityboards.org, **Get Involved** to learn more.

COMMUNITY BOARDS
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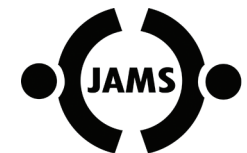


COMMUNITY BOARDS
Building Community Through Conflict Resolution

2012 MEDIATION CLINICS

**A Monthly Workshop Series
for ADR Practitioners**

Hosted by



THE RESOLUTION EXPERTS®

2012 MEDIATION CLINICS

January 17, 2012

Elder & Inheritance Mediation Skills*

Trainer: John O'Grady

Learn strategies relevant to the highly specialized and growing field of elder mediation. Develop your ability to mediate inheritance and fiduciary conflicts, end of life concerns and care agreements. Learn techniques for working with caregivers, sibling rivalry, incapacity concerns and financial elder abuse. Settlement and confidentiality issues will also be addressed.

February 7, 2012

Transforming Anger*

Trainer: Michael G. Quirke, M.A.

Whether you're a pro or just getting started, you'll find that anger is a common roadblock to reaching an agreement. Learn about the psychology of anger and some practical skills that can help you get parties talking when tempers flair. A must workshop for improving your mediation skills in dealing with this common emotion.

March 6, 2012

Mediation Ethics

Trainer: Claudia M. Viera, Esq.

Ever left a mediation feeling pleased that it settled but wondering about a choice or tactic you used? We grapple with ethical dilemmas during mediation more often than we might expect. Come join an interactive discussion about ethical challenges and tricky situations you have faced in both legal and community mediation contexts.

April 3, 2012

Contract Mediation

Trainer: John O'Grady

Enter the world of contract mediation and explore which types of contract disputes are suited for mediation, how to preserve business relationships and overcome impasse, settlement strategies, and confidentiality issues, while developing high level questioning techniques. Insured claims will not be covered in this clinic (see next month's clinic).

May 1, 2012

Mediating with Insurance Carriers*

Trainers: Marc J. Feder, Tracy Lemmon

Join a lively conversation about the complicated practice of mediating with insurance carriers—from the inside perspec-

tive of one who works with them daily in all phases of litigation. Learn how to earn their respect, pry open the checkbook, and understand their limitations. You will leave understanding how and why carriers make the decisions they do and improve your skills in cases where insurance plays a role.

June 5, 2012

Restorative Justice*

Trainer: David A. Cherniss

How can we hold space for the grief and anger involved in a dialogue between the victim of a crime and the perpetrator? This clinic will focus on the principles of restorative justice, the techniques used, the similarities and differences to mediation, and explore the effect on those who have gone through the process.

July 10, 2012

Generating Options through Risk Analysis: Decision Trees and Beyond

Trainer: Claudia M. Viera, Esq.

As mediators, our role is to help generate options and avoid the right/wrong paradigm in which parties so often find themselves trapped. Come explore strategies that incorporate visual images and thought-provoking analysis aimed at breaking impasses and generating creative options for resolution.

August 7, 2012

Interest-Based Negotiating*

Trainer: Tim Daytonot

Learn a critical skill every mediator needs in their toolbox: negotiation. Join us as we examine interest-based negotiating. Topics will include: methods for surfacing underlying interests, six formulas to create value, barriers to mutual-gain outcomes, and approaches for preparing for a negotiation that can increase outcomes.

September 4, 2012

Dispute Resolution in Cyberspace

Trainer: Colin Rule

Did you know that more than 60 million disputes are filed online each year around the world? Learn about on-line dispute resolution, how it's affecting the dispute resolution field, and best practices across the country. If you're interested in learning how to apply these new tools and techniques that will likely be mainstream for ADR in the not-too-distant future, then this clinic is for you. No tech experience necessary.

October 2, 2012

Effective Financial Principles for Resolving Disputes - Part 1

Trainer: Carlos J. Alarcon

Often money is the currency and medium with which we settle financial, commercial, family, and marital disputes. This clinic will provide you with practical financial principles that convert interests into settlement terms. You will learn how to discern disputants' financial signals, basic concepts such as option theory, strike price, and risk management principles, and how to construct the Zone of Possible Agreement.

November 6, 2012

Effective Financial Principles for Resolving Disputes - Part 2

Trainer: Carlos J. Alarcon

In the second part of this series, we will explore specific cases and delve deeper into issues that arise when dealing with financial matters in mediation. We will review basic financial principles to help evaluate a dispute and apply these skills to real-life scenarios (your scenarios welcome). Although it is recommended, participants need not have taken the previous clinic to attend.

December 4, 2012

Emotions in Mediation*

Trainer: John Ford

Emotional issues lie at the heart of virtually every conflict. The ability to deal with them skillfully can be the key to achieving lasting resolution. In this practical program participants will review the basics of emotional intelligence, with a focus on skill development. You will leave the clinic with greater confidence in working with emotions.

*Course meets the qualifications for 2 hours of continuing education credit for MFTs and LCSWs as required by the California Board of Behavioral Sciences (provider #4616). \$10 processing fee required.

COST: \$20, Community Boards Member / \$40, Public

TIMES: 6–8 pm

LOCATION: JAMS, 2 Embarcadero Center, Suite 1500

Register online: www.communityboards.org

Light refreshments provided at all clinics.

ADDITIONAL TRAINING SERVICES

Basics of Mediation

Basics of Mediation is designed for individuals with little or no background in mediation and facilitation yet it also provides opportunities for trained mediators to learn additional skills and practices. Basics introduces and reinforces critical skills for effective mediation: communication, problem solving, conflict resolution and negotiation.

Basics is an intensive 40-hour training. Participants receive training manuals and supplemental handouts, attend lectures and presentations, work together in large and small groups, and discover and refine their personal techniques through extensive role play practices.

Certificate awarded upon completion. Approved by the State Bar of California for 25.5 MCLE credits (provider #9323) and the course meets the qualifications for 35 hours of continuing education credit for MFTs and LCSWs as required by the California Board of Behavioral Sciences (provider #4616).

Winter 2012: February 10–12 & 17–19.

Summer 2012: June 15–17 & 22–24.

Fall 2012: October 5–7 & 12–14.

Advanced Two-Day Trainings

Community Boards offers more in-depth trainings for those who wish to delve further into a specialized field of mediation or facilitation. These trainings are for those who have already taken the Basics or some equivalent training/experience.

Facilitation Training: March 3–4

Learn practical and effective skills for facilitating meetings and decision making processes—developing agendas, managing group and individual needs, resolving problem issues and so much more. An essential skill in today's diverse world.

Elder Mediation: May 5 & 12

In this advanced workshop we'll explore the many skills needed to mediate in the growing field of elder & inheritance conflicts, including the ability to work with estate planning & related documents, the grief process, questions of functional and cognitive impairment and legal capacity, care agreements, sibling rivalry, financial elder abuse, ageism, end of life concerns, and more.

More to come, so please check Community Boards' website for additional trainings and more information.



COMMUNITY BOARDS
Building Community Through Conflict Resolution

For more information contact:

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Or visit www.communityboards.org.