

**University of**

FEB. 1-5, 2010

# UAF AND MARES-DIXON & ASSOCIATES



## THE MEDIATION PROCESS

**A Comprehensive, Highly  
Interactive Mediation  
Training Program**

### YOU WILL LEARN

- How to structure and facilitate the mediation process
- How to communicate effectively in a highly emotional or toxic atmosphere
- How to help parties present issues, concerns and proposals in ways that get results
- How to work with attorneys and other representatives in mediation
- How to resolve discrimination complaints
- How to avoid or move beyond impasse
- How to structure sound, realistic, mutually acceptable settlements
- How to manage power issues and ethical dilemmas
- How to sustain a viable, internal mediation program

### THE TRAINING TEAM

Judy Mares-Dixon, M.A., former Partner of CDR Associates, has worked in the conflict resolution field since 1986 as a trainer, mediator, facilitator, consultant, coach, and dispute resolution systems designer in the United States, Canada, Germany, Hong Kong, Australia, and New Zealand. She delivered over 60 CDR Associates' internationally recognized mediation training programs offered in Boulder, Colorado from 1992-2004.

Judy mediates collective bargaining negotiations and a variety of public issues involving numerous stakeholders. She mediates interdepartmental and organizational conflicts, as well as sexual harassment complaints, ADA issues, discrimination complaints and employee grievances. She also mediates community and cross-cultural conflicts.

Several highly experienced Alaska-based mediators/trainers will serve as coaches, providing individualized guidance and feedback throughout each of the mediation simulations.

**Certificate of Completion:** You will receive a certificate that will serve as a permanent record that you have successfully completed this course.

# Mediation Frequently Asked Questions

What is Mediation?

- o “Return to Work” agreements for injured workers
- o Inter- and intra

Mediation is not soft, it's challenging. There can be laughter, new or renewed relationships, learning and even joy. Mediation is usually worth the effort but it takes courage, strength and preparation to participate and to be successful. Mediation is not easy. It requires stamina on everybody's part. It also requires