

Become a Skilled Mediator

Strengthen Your Abilities to Communicate Effectively and Resolve Conflicts Compassionately

Discover how mediation can help you navigate conflicts smoothly and build consensus. Learn practical techniques to communicate effectively, facilitate collaborative negotiation, and resolve conflicts in most areas of life.

RESOLUTION CENTER, INC.

2025 Training Opportunities

February 7, 21, 28 & March 7, 14
or May 12, 13, 14, 15 & 16
or June 9, 10, 11, 12 & 13
8:30 AM - 4:30 PM, each day



RESOLUTION CENTER, INC.

FINDING THE KEY TO CONSENSUS

SHRM recognizes Resolution Center, Inc. to offer Professional Development Credits (PDCs) for SHRM-CP® or SHRM-SCP®. This training fulfills Wisconsin Chapter 767 requirements.



“Conflict is an essential opportunity to peacefully transform our community for the better - but it must be approached with compassion, respect, and intention.”

Kate Zurn
Executive Director
Training Facilitator

Contact our team at Resolution Center, Inc. with any questions:

Phone : (920) 236 - 4925

Email : Support@ResolutionCenterInc.org

Website : ResolutionCenterInc.org

Location : 415 Jackson St, Room 417
Oshkosh, WI 54901

Participant Reviews

In our 30+ years as a nonprofit specializing in mediation, **we have taught thousands** of people how to improve their professional and personal lives with mediation skills.

“Most life-transformative, educational experience of my life.”

“I’ve become a better spouse, friend, co-worker, and all-around person. These **skills are helpful everywhere.**”

“I learned how to help people solve their own problems. **That is empowerment.**”

RESOLUTION CENTER, INC.

About Resolution Center

Founded in 1990, Resolution Center, Inc. is a nonprofit organization with a mission to help people resolve their disputes effectively, expeditiously, and with compassion and respect. We provide mediation training and services throughout Wisconsin, both within and outside of the court system.

In mediation, we facilitate communication and negotiation between people in conflict, create the space for everyone to feel heard, and help people have greater self-determination in the outcome of their dispute. Mediation serves as an alternative to both the adversarial litigation process and common, unproductive methods of handling conflicts in all walks of life.

Real-World Application

Professional Development Opportunity

After completing this training, you may observe real mediations with our Center at any time. You may also join our mentorship program, which entails observing 4 hours of mediations and co-mediating 8 hours with our experienced mediators in the court setting. Afterwards, you may volunteer with our Center as you are able.

Volunteer Mediator Opportunity

To become a volunteer mediator with us and qualify for the reduced training price, you need to:

1. Complete and submit a volunteer application.
2. Complete and submit a volunteer contract, by which you commit to volunteering with our Center at least 5 hours/month for 1 year (about 3 days/ month) on Wednesday and/or Thursday mornings in Oshkosh and/or Monday mornings in Fond du Lac.
3. Complete the training, 4 hours of mediation observation, and 8 hours of co-mediation.

Training Content

By applying what you learn — whether as a volunteer mediator with our Center or in your own personal and professional endeavors — we are confident you will grow in areas such as:

- Conflict Resolution
- Communication
- Negotiation
- Problem-Solving
- Community Impact
- Empowerment of Others

Content Overview

Self-Awareness

Understand how you perceive, approach, engage, and influence conflicts in your life to improve conflict navigation skills.

Perspective on Conflict

Reframe conflict as essential and understand mediation’s role in our community.

Communication

Deepen your understanding of others' interests, behaviors, and communication styles while enhancing your communication skills.

Mediation Process

Learn, in-depth, all 7 stages of the mediation process and how to facilitate negotiation: guiding people from impasse to resolution.

Role Plays

Bring theory to life through interactive and dynamic practice exercises; debrief and reflect as a group to deepen understanding.

Special Topics

Explore ethical considerations in mediation and strategies for handling cases involving domestic abuse.

Registration Details

Take the first step of this fulfilling, personal journey by registering in any of the following ways:

- Scan the QR code
- Visit our website at resolutioncenterinc.org/training/mediation-training
- Mail the below form to:
Resolution Center, Inc.
415 Jackson St, Room 417
Oshkosh, WI 54901

[Register Here](#)



Training Registration

- Series**
- February 7, 21, 28 & March 7, 14
 - May 12, 13, 14, 15 & 16
 - June 9, 10, 11, 12 & 13
- Type**
- Volunteer (\$175*)
 - Professional (\$925*)

Name _____

Profession _____

Organization _____

Phone _____

Email _____

Address _____

City _____

State & Zip _____

Please check the box to receive our monthly, digital newsletter:

Training Details

- Dates & Location :** Please select 1 of the 3 series:
Feb 7, 21, 28 & Mar 7, 14 (Oshkosh)
or May 12, 13, 14, 15 & 16 (Fond du Lac)
or June 9, 10, 11, 12 & 13 (Oshkosh)
- Time :** 8:30 AM - 4:30 PM, each day
- Cost :** \$175* to become a Center Volunteer
\$925* to advance in your Profession

***Save \$75 when you register one month before the start of training**
10% discount for organizations sending 3 or more