

## 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 inside 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.

***"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](mailto:Support@ResolutionCenterInc.org)

Website : [ResolutionCenterInc.org](http://ResolutionCenterInc.org)

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

## 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.

Join us for our training session this September 2024 in Fond du Lac, WI



RESOLUTION  
CENTER, INC.

FINDING THE KEY  
TO CONSENSUS

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



# Real-World Application

## Professional Development Opportunity

After completing this training, you may observe real mediations with our Center at any time.

## 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 us at least 5 hours/month for 1 year (about 3 days/month) on Thursday mornings in Oshkosh and/or Monday mornings in Fond du Lac.
- (3) Complete the training.

## Mentorship Volunteer Opportunity

If you would like to volunteer with our Center but cannot make the above commitment, our mentorship program may be a great fit. It 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. Contact us for details.

# Training Details

**Dates :** September 16, 17, 23, 24, & 30, 2024

**Time :** 8:30 a.m. - 4:30 p.m., every day

**Place :** Fond du Lac City/County Bldg.  
160 S. Macy, 1st Floor, Room D  
Fond du Lac, WI 54935

**Cost :** \$175 to become a Center Volunteer  
\$925 to advance in your Profession

**Save \$75 when you register before August 16, 2024**

10% discount for organizations sending 2 or more people

# Training Content

By applying what you learn – whether as a volunteer mediator with our Center or in your own personal and professional lives – 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 view, approach, engage with, and influence conflicts in your life

### Perspective on Conflict

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

### Communication

Deepen your understanding of people’s interests, behaviors, and language and improve your own communication skills

### Mediation Process

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

### Role Plays

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

### Special Topics

Learn ethical considerations in mediation and how to handle 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](http://resolutioncenterinc.org/training/mediation-training)
- Mail the below form to:  
Resolution Center, Inc.  
415 Jackson St, Room 417  
Oshkosh, WI 54901

Register Here



## Mediation Skills Training Registration Fond du Lac, September 2024

Name

Profession

Organization

Phone

Email

Address

City

State & Zip

Please check the box if you wish to be added to our newsletter email list:

**Cannot attend this session?**

Please watch for our Oshkosh training in June 2025 or contact us to be notified of future opportunities.