



- ◆ **Metropolitan Mediation Services (M.M.S.)** has offered *mediation services* in the Greater Boston area for thirty years. M.M.S. provides services to businesses, government agencies, schools, courts, and social service agencies, as well as individuals from greater Boston neighborhoods and families. We provide training to business people, attorneys, judges, mental health professionals, and educators, among many others.
- ◆ M.M.S. mediators and trainers possess a wealth of experience, training and education in conflict resolution. M.M.S. has a multi-disciplinary staff which includes attorneys, social workers and educators.

Learn more about us or register online for training at:
<http://metromediation.org>

Registration Information

Register online at <http://metromediation.org>. If you are unable to register online, register by sending in the form from this brochure along with a non-refundable \$100 deposit before the deposit deadline (see schedule and deadlines on inside panel).

Applications will be considered on a *first come* basis. For more information, contact MMS Director Joshua Jacks at 617-241-0300.

Metropolitan Mediation Services
40 Webster Place
Brookline, MA 02445-7937



Conflict Resolution Mediator Training



Metropolitan Mediation Services

Four Programs in 2016 & 2017

- Oct. 19 – Oct. 29, 2016
- Jan 24 - Feb 4, 2017
- Mar 21 - Apr 1, 2017
- May 9 - May 20, 2017



Watch our website
<http://metromediation.org>
for future offerings.

CEUs (or PDPs) for Social Workers, Educators or LMHCs

Metropolitan Mediation Services offers 36 hour Certificate Programs of training in mediation – an Alternative Dispute Resolution practice for achieving collaborative, voluntary resolution of disputes. MMS has been training attorneys, social workers, municipal officials, HR staff, educators, business people, police officers, and many others in mediation for 30 years.

The Training

Participants will receive thirty-six hours of conceptual and hands on training targeted to building the following skills:

- ◆ Understanding the dynamics of conflict
- ◆ Communication skills, such as neutral presentation and active listening.
- ◆ Eliciting and transmitting offers and information.
- ◆ Addressing issues of power and balance.
- ◆ Creating Strategies for Agreement

The training consists of:

- ◆ Demonstration of a mediation for observation.
- ◆ Presentations and discussions about concepts of dispute resolution.
- ◆ Exercises to illustrate and build skills.
- ◆ Nine supervised role play mediations with individual feedback and group debriefings.
- ◆ Large and small group discussions and exercises.
- ◆ Individual evaluation of each trainee.

Materials

Participants will receive a binder of training materials; the book *The Mediators Handbook* (Included in your tuition! List price: \$24.95); articles and handouts, and upon successful completion, a certificate of training.

Dates and Times

A training fills two weekday evenings, two full Fridays and two full Saturdays. Full attendance is required.

Oct Jan-Feb Mar-Apr May
2016 2017 2017 2017

EARLY-ENROLL DISCOUNT DATE	Mon Sep 26	Tue Jan 10	Tue Feb 28	Tue Apr 18
Application deadline	Wed Oct 5	Tue Jan 17	Fri Mar 10	Fri Apr 28
1 st evening 6:30–10 PM	Wed Oct 19	Tue Jan 24	Tue Mar 21	Tue May 9
1 st Fri and Sat 9AM-5PM	Oct 21 & 22	Jan 27 & 28	Mar 24 & 25	May 12 & 13
2 nd evening 6:30–10 PM	Wed Oct 26	Tue Jan 31	Tue Mar 28	Tue May 16
2 nd Fri and Sat 9AM-5PM	Oct 22 & 29	Feb 3 & 4	Mar 31 & Apr 1	May 19 & 20

MMS Trainers

Joshua Jacks, Director of MMS, has been mediating as well as training and supervising mediators for over 30 years at MMS; UMass Boston's Graduate Program in Conflict Resolution; and other programs.

Essie Martsinkovsky is a mediator, educator, and writer/performer. She is an alumna of the UMass Graduate Program in Conflict Resolution, and coordinates court programs at MMS.

Joan Sokoloff, MLS, LCSW, is M.M.S.' founder and former director. She has worked as a mediator in both the public and private sectors since 1986 and currently advises M.M.S. in a variety of matters.

Douglas Thompson is a Senior Mediator for the Consensus Building Institute; a mediation supervisor for MMS; and teaches in the Graduate Program in Conflict Resolution at UMass Boston.

Harry Manasewich is Senior Mediator and Founder of Human Factor Dispute Resolutions. He is a long time trainer for Metropolitan Mediation Services and other programs. His work addresses both interpersonal conflicts and larger scale public interest

Don Greenstein, JD, is a dispute resolver and trainer and an affiliate of the Boston Law Collaborative. He works in both private and governmental contexts and is a mediator, supervisor and trainer for MMS.

Pat Zonnenberg, JD, Attorney with over 12 Years of litigation and negotiation experience for business, industry, and government. MMS mediator, supervisor, and trainer.

These and other trainers are practicing mediators, many from university, court, state or federal agency programs.

CEU/PDP *This program has been approved for 32 Social Work Continuing Education hours for relicensure, in accordance with 258 CMR. Collaborative of NASW and the Boston College and Simmons Schools of Social Work Authorization Number D70671. ■Educator PDP credits ■Licensed Mental Health Counselor CEU

Location

MMS Trains at 40 Webster Place, Brookline, MA in Brookline Village, a short walk from the Green line, with on-site & street parking. The Village is known for its interesting variety of shops & restaurants.

Cost

\$725 tuition includes the training, all materials, and Fri and Sat breakfasts. Non-refundable \$100 deposit is due with each application.

Early Enrollment Discount: \$610 tuition if fully paid by deadline. (See "Dates&Times" on left panel)
Bring-a-friend Discount: \$100 off both regular tuitions or \$50 off both early-enroll tuitions.

Call 617-241-0300 with questions..

Register online at <http://metromediation.org>
Use this form if you cannot register online.

Name _____

Title _____

Organization _____

Address _____

City _____

State/Zip _____

Phone (h): _____ (w): _____

Email: _____

Check one:

___ Oct 19 – Oct 29, 2016 Mediator Training

(Early-enroll discount for full pay by 9/26)

___ Jan 24 - Feb 4, 2017 Mediator Training

(Early-enroll discount for full pay by 1/10)

___ Mar 21 - Apr 1, 2017 Mediator Training

(Early-enroll discount for full pay by 2/28)

___ May 9 - May 20, 2017 Mediator Training

(Early-enroll discount for full pay by 4/18)

___ Training and Activity Notification List

Make check to BCMHC/MMS. Write "MMS Med Train mm/yy" (mo and yr of program) on the check memo. Mail with tuition or non-refundable \$100 deposit to:

Metropolitan Mediation Services
40 Webster Place
Brookline, MA 02445-7937
Attn: Training Registration

Please send information about mediator training to: