



BASIC MEDIATION TRAINING



How can mediation skills help you?

- ❖ Learn to manage and resolve conflict
- ❖ Communicate more effectively at work and at home
- ❖ Become a better negotiator and problem-solver
- ❖ Increase your value in the workplace
- ❖ Contribute to conflict resolution in our community

This 32-hour training offers instruction in the process of mediation and how to apply advanced communication skills to help parties resolve differences. People in conflict often focus on each other as the problem, going head to head. Mediation helps people focus on the issues, so they can see they have a joint problem to solve.

Learn a variety of conflict resolution and prevention techniques in this interactive training—through lecture, group discussion, hands-on exercises, and mediation simulation practice. Whether you want to improve your communication skills or become a volunteer mediator at Ku'ikahi, this training gives you the tools you need to start resolving conflict in peaceful, lasting ways. All backgrounds and personality types are welcome!

WHEN: 2 Fridays & 2 Saturdays,
February 23-24 & March 1-2, 2024
8:30^{am} - 5:00^{pm} (includes 30-minute lunch break
 and frequent breaks each day)

WHERE: Hilo (exact location provided to registrants)

TUITION: \$295 (group discounts & individual needs-based partial scholarships available)



Diane Petropulos, M.A., is a principal in ADRinACTION, offering mediation, facilitation, and training services in mediation and workplace conflict. She has developed and conducted trainings in Hawai'i, and is a former lecturer at the master's level in the Human Resource Management Program at UH-Manoa. Diane has mediated hundreds of circuit, district, and small claims court cases for Maui Mediation Services, and currently serves on their Board of Directors. Diane serves on a panel of federal mediators handling Equal Employment Opportunity (EEO) and is a certified Online Dispute Resolution (ODR) mediator.

Registration deadline is February 21, 2023. To register or inquire about a scholarship contact:

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