

The Dispute Resolution Center of West Michigan
Offers SCAO-Approved 40-hour

General Civil Mediator Training

April 26-28, May 3-5, 2017

RVC Offices Conference Room
678 Front Ave., NW Grand Rapids, MI

Lead Trainer: Anne Bachle Fifer

Assistant Trainer: Dale Iverson

Gain the knowledge and skills to become a trained mediator. Fulfill the training requirement to become a Michigan court rostered mediator. Discover techniques you can apply to resolve conflict professionally and personally.

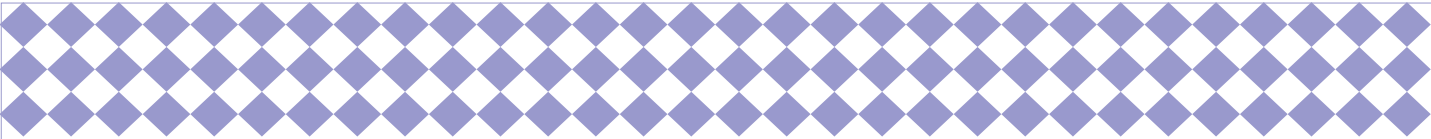
Learn how to:

- Listen effectively
- Ask the right kinds of questions
- Deal with difficult behavior
- Help parties get beyond impasse to achieve satisfying resolutions



Questions? Contact Us

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TRAINERS: Anne Bachle Fifer and **Dale Iverson** are experienced, SCAO-approved mediators .They use a combination of lecture, role play, and interactive exercises to make the training an energizing and rewarding event. Training participants will be coached in role plays by a team of experienced mediators.



What past participants have said about this training team:

"I couldn't be happier that I took this course." Alicia Storm, Attorney

"I found the training inspiring, challenging and enlightening. It gave me input on many levels. I especially appreciated the trainers' commitment and enthusiasm." Jule Boecker, Mediator

"I can't think of any part of this training that wasn't helpful ... time flew by." Marie Haviland, Haviland Enterprises

"I have attended my fair share of legal education classes. This is, hands down, the best class that I have attended. The "adult education model" that you use is great, and you have a great mix of lecture and role playing. I also appreciate that the role playing increased from smaller discrete parts of the mediation to an entire mediation. I can tell that a lot of work went into getting this class right." Al Bower, Attorney

