

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*

