

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

General Civil Mediator Training

● **June 6-8, 13-15, 2018**

8:30 a.m. – 4:30 p.m.*

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

Lead Trainer: Anne Bachle Fifer

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


Register at DRCWM.org



Questions? Contact Us

Chris Gilman
616.774.0121 x 101
cgilman@drcwm.org
www.drcwm.org

* Must attend all 40 hours to receive a training certificate



Trainer Anne Bachle Fifer is the most experienced general civil mediation trainer in Michigan. She uses 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 :

"The 40-hour mediation training was an excellent program, not just in preparation to become an approved mediator, but in everyday application. This well-executed program can develop a professional at many levels, even those advanced in their careers."

Jill Mulder, J.D., LI.M., EVP & Counsel

"The program was very well designed and presented; the instruction from Ms. Bachle Fifer and her guest speakers was excellent."

Wayne D. Roberts, Partner, Varnum, LLP

"Anne's preparation, passion and confidence was extremely helpful in building understanding and confidence in me."

Terry Heiss, Grand Rapids Attorney

