

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

## **General Civil Mediator Training**

**October 28-30 and November 11-13, 2020**

8:30 a.m. – 4:30 p.m.\* \$775

Via Zoom\*\*

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 [Here](#)

#### **Questions? Contact Us**

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www.drcwm.org



\*Must attend all 40 hours to receive a training certificate, last day 8:30—1:30

\*\*Possibility of days 3 and 6 being in-person

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**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.

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### **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***