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Law and Mediation Offices of  
Antoinette Raheem

Solo/Small Firm Section, GRBA

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ADR Section, GRBA

Dispute Resolution Center of  
West Michigan

**Presenters and Trainers  
including:**

Dale Ann Iverson, J.D.

Dr. Regina McClinton, PhD,  
CDP

Skot Welch, Global  
Bridgebuilders

Antoinette Raheem, J.D.

Wafa Adib Lobo, J.D., Safe  
Harbor Legal Services

**8-Hour Advanced  
Mediator Training**  
Wednesday, February 12, 2014  
SCAO approved  
For domestic and general civil

Cook Center, Davenport University  
Grand Rapids, MI  
9:00 AM - 5:30 PM

**“Improving and Using Your Cultural  
Intelligence: Next Steps for  
Mediators and Legal and Business  
Professionals”**

Full and part sessions for mediators, lawyer  
advocates and business professionals priced  
between \$220 and \$150.00

For more info or to reserve your space email  
Dale Ann Iverson at [daleiverson@justmediation.com](mailto:daleiverson@justmediation.com)  
or phone 616-560-2243

***More information about  
"Improving and Using Your Cultural Intelligence: Next Steps for  
Mediators and Legal and Business Professionals"***

Training focus for general civil and domestic mediators:

This training is intended to provide mediators practical insight and skills for use in virtually every mediation. For purposes of this training, cultural intelligence describes a person's ability to be effective across various cultural contexts. This includes national, ethnic, organizational, generational, ideological contexts, and more. A mediation does not have to explicitly involve issues of cultural conflict to challenge a mediator's effectiveness.

This training will build on skills introduced in the basic 40-hour mediator training including:

- Building self-awareness to enhance mediator impartiality; and
- Identifying needs and interests without interference from the mediator's assumptions and biases.

If you would like to participate in this training:

- Consider how many hours of the training for which you would like to receive credit. If less than the full 8 hours, contact Dale Ann Iverson to arrange specific hours, and to obtain pricing information.
- To register for the full 8 hours, send a check for \$220.00 payable to JustMediation PLC, together with your name, phone number and email address, to Dale Ann Iverson, JustMediation PLC, PO Box 150156, Grand Rapids, MI 49515-0156. Payment can be made by credit card at PayPal.
- Once payment is received and processed, you will receive an email with a link and passcode. You will use this to take the Cultural Intelligence assessment before 2/12/14. It will take you no more than 30 minutes, and immediately upon completion you will receive your assessment by email.
- BE SURE to bring your assessment report to the training for additional work.
- A portion of the training is completed on-line. As a result, the in-seat portion of the training affords one hour for participants to obtain lunch on their own in downtown Grand Rapids.

**Information about Mediator Trainers and Subject Matter Specialists**

If you would like more information about Dale Ann Iverson, visit

[www.linkedin.com/in/dalemediates](http://www.linkedin.com/in/dalemediates); Antoinette Raheem,

[www.resolutionsbyraheem.com](http://www.resolutionsbyraheem.com); Dr. Regina McClinton,

[www.linkedin.com/pub/regina-mcclinton](http://www.linkedin.com/pub/regina-mcclinton).