



Who are we?

The CDRC

The Community Dispute Resolution Center of Missoula County is a Montana-based nonprofit, volunteer organization providing low or no-cost mediation services and training to the citizens of western Montana, including the courts, public agencies, neighborhood associations, individuals, businesses, and other non-profit groups.

The Trainers

The CDRC trainers have a broad range of experience, including human resources, natural resources, mediation, negotiation, facilitation, family and business law, litigation, work-place conflict resolution, counseling, and education. Trainer bios are available online at: cdrcmissoula.org.

Benefits of Conflict Resolution Training

Conflict resolution training can help you:

- Develop interpersonal negotiation strategies
- Create and maintain peaceful environments at work and at home.
- Address power imbalances.
- Deal with work place bullies and problem employees.
- Improve morale.

- Develop leadership skills.
- Develop better communication through listening and effective communication.
- Improve problem-solving skills.
- Craft workplace agreements that last.
- Empower staff or family members to resolve their own disputes.



Mediation Training

Resolving Conflict: Learning to bring out the best of people at their worst.



*Serving the community's
conflict resolution needs.*

CDRC

P.O. Box 5750

Missoula, MT 59806

www.cdrcmissoula.org

406.543-1157

Who should participate?

The CDRC sponsored trainings are open to anyone desiring mediation, conflict resolution, and peace-making skills, including potential CDRC volunteers, human resources and human services practitioners, business leaders, educators, management personnel, and governmental employees.



"Our lives are not dependent on whether or not we have conflict. It is what we do with conflict that makes the difference."

- Thomas F. Crum, *The Magic of Conflict*

Fundamentals of Mediation

Fundamentals of Mediation is a 5-day, 40 hour, course that consists of two consecutive parts: (1) a 3-day, 24-hour, basic course and (2) a 2-day, 16-hour, advanced (workplace and family) course. Participants can elect to take the entire 40-hour Fundamentals course or participate in one part at a time.

The basic 40-hour Fundamentals course is designed for public and private sector managers, attorneys, and human service professionals who are called upon to channel diverse opinions into workable solutions.

Each of the CDRC trainings involve an interactive, step-by-step approach to conflict resolution. Role-playing with instructor and peer feedback are key learning components to each of our courses.

Basic Mediation

Part 1: Fundamentals of Mediation

Basic Mediation is the first part of the Fundamentals of Mediation course but can also be taken as a stand-alone course.

This 3-day, 24-hour course focuses on the basic components of conflict resolution including:

- Mediation basics
- Preparing to mediate conflict
- Steps of conflict resolution
- How to negotiate
- Communication
- Ethics

Advanced Mediation

Part 2: Fundamentals of Mediation

Advanced Mediation is the second part of the Fundamentals of Mediation but can be taken anytime after the Basic course (or equivalent course from another institution) has been completed.

This 2-day, 16-hour course focuses on the advanced complexities of conflict in family and organizational systems including:

- Dynamics of conflict in systems
- Working with strong emotions
- Power balancing
- Creating workable solutions

Advanced Workplace Mediation

Advanced Workplace Mediation is a stand alone, 3-day, 24-hour, course that can be taken once the above Advanced Mediation course (or equivalent course from another institution) has been completed.

Studies show that unmanaged workplace conflict leads to employee stress and illness, low morale, absenteeism, and elevated grievances and formal complaints. The Advanced Workplace Mediation course focuses on the following:

- Creating Peaceful Work Environments
- Building Workplace Agreements
- Developing Communication Skills to Reduce Conflict

