

All of these trainings can be offered in-person or online. Online includes substantial phone and video support, as well as interactive role-plays.

40hr: Basic Mediation Training

This training is available here: <https://www.mediate.com/University/pg61.cfm> I have presented this to numerous departments, training a representative from each department to be the facilitator or mediator on-call. This is based on my SONAR technique (Statement, Opening, Negotiation, Agreement, Resolution) developed from years of research for my doctoral dissertation from Pepperdine University on resolving workplace disputes. This training can also be watched from pre-recorded online videos at one's own pace.

6hr: Advanced Workplace Dispute Resolution Training

This training is available here: <https://www.mediate.com/University/pg79.cfm> This is a modified corporate/governmental version of the course I teach at the University of Oregon School of Law. It discusses specific techniques for resolving office disputes, including a foundation of different high-conflict personality types. It also covers different leadership and communication styles, and how they effect conflict. This training can also be watched from pre-recorded online videos at one's own pace.

2hr: Office Meeting Facilitation Training

This course reviews the basics of facilitating a well-run meeting (effective communication, involving everyone from the team, developing actionable plans) etc. It also includes specific groundrules such as length of meetings, maximum agenda items, sending out notices and after-meeting reports. The last half of the training will discuss dealing with difficult personalities such as railroading meetings. It includes detailed instructions for agenda setting, communicating before and after meetings, follow-up, and action items. This course is designed for offices with an assigned facilitator, and also for those who will be volunteering to facilitate meetings and take notes.

2hr: TEACH employees to respond to conflict, Turn Conflict from an Obstacle to an Opportunity!

This is based on the 5-step approach to helping people benefit from conflict:

- T: Train employees how to communicate effectively
- E: Engage employees often, establishing a work and a personal connection
- A: Address conflict as early as possible

C: Choice. Allow employees to help select their process and outcome.

H: Help. Have 3rd party help available if employees need it.

2hr: Nature to Nurture: Our instinctual responses to conflict, and how we can train our brain to use those instincts so that we can respond to conflict how we want!

This course examines our bodies' instinctual and learned reactions to conflict. We look at how our brain reacts in conflict, how we can be aware of our triggers, and how we can begin to rewire our brain to change ineffective behaviors. There are three main stages we will move through: Recognition, Reaction, and Role. This is a highly interactive course.

1hr: Managers and Supervisors: You say you have an Open-Door Policy, but are you doing things that are actually slamming it shut?

This can be a group session, or a private coaching session. This class helps to encourage effective communication. It is important to engage with employees and listen to potential problems. It is also important to be able to guide that information into a productive path. Establishing clear expectations from the beginning makes these conversations easier for both management and their employees.