

Registration Form

Become A Mediator!!

How did you hear about us?

Name: _____

Address: _____

Phone: _____

E-mail: _____

Employer: _____

Occupation: _____

Payment Method

Training Registration Fee (**circle one**)

\$500 General or

\$50 Current CSP Employees

Check (payable to CSP – DRS)

Visa or M/C (**circle one**)

Exp. Date: _____ / _____

16-digit card #: _____

3-digit verification code : _____

Name as it appears on card:

Cardholder Signature:

Mail or Fax Attn: DRS Supervisor

CSP Dispute Resolution Services

1221 East Dyer Road, Suite 120

Santa Ana, CA 92705

Fax #: 714-540-1918

**Dispute
Resolution
Services**



Mediation Training

Become A Mediator!!

**COMMUNITY SERVICE
PROGRAMS, INC.**

1221 East Dyer Road, Suite 120
Santa Ana, CA 92705
Tel: 949-250-4058



**Training Offered Quarterly
Please Call For Dates**

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disputeresolution@cspinc.org



Mediation Training Program

CSP, Inc. – Dispute Resolution Services (DRS) offers this 40-hour mediation training for individuals interested in mediating in California. The program exceeds the California Dispute Resolution Programs Act (DRPA) training requirements. Participants who attend every session will receive a certificate of completion. DRS welcomes volunteer applicants who are interested in mediating with the DRS program.

Who Should Take Mediation Training?

The practical skills learned in this training will be especially valuable to:

- Anyone with a desire to learn how to approach conflict as a catalyst for positive change.
- Human Resource Professionals
- Legal Professionals
- Students
- Social Service Professionals
- Educators
- Law Enforcement Professionals
- Ombudspersons
- Business Professionals
- Mental Health Professionals
- Those interested in an opportunity for rewarding and challenging volunteer work

Training Content

DRS training may include guest presentations from mediation professionals. It also includes: group exercises and discussions, role-plays, conflict resolution tools, negotiation strategies, agreement writing tips, and much more...

Discussion topics include:

- The Stages of Mediation
- Listening and Communication Skills
- Balancing Power
- Problem Identification
- Breaking Deadlocks
- Handling Strong Emotions
- Dealing with Difficult People
- Working Toward an Agreement
- Special Populations
- Ethical Dilemmas

Volunteer Opportunity

Volunteer hours are optional. Volunteering with DRS is an excellent way to obtain mentoring and to gain expertise in the mediation process. For those interested in volunteering, a volunteer application, interview with DRS Supervisor and background clearance is required.

Partial Refund Opportunity

Trainees who paid the general registration fee may be eligible for a partial fee refund in the amount \$265 if 75 DRS volunteer hours are completed within six months of volunteer application approval.

Training Schedule

Please call 949-250-4058 for training dates.

Class Hours:

6 p.m. to 9 p.m. Tuesdays and Thursdays
9 a.m. to 4:30 p.m. Saturdays
(Final Saturday goes until 5:30 p.m.)

Registration Information

Registration is subject to availability and processed in order of receipt. Registrations with payment included are considered confirmed upon availability.

Registration Fees:

\$500 – General Registration
\$50 – Current CSP Employees

Cancellation Policy

Cancellations must be in writing and faxed or postmarked at least three days prior to the first training date for a full refund, less a \$25 processing fee.

What Our Trainees Said:

"The training gave me good fundamental knowledge of the mediation process and the profession"

–Past Participant

"I thought the training was great. The information was presented clearly and reinforced throughout the classes"

– Past Participant