

## Conflict Resolution and Mediation Training Spring 2010

### Registration Form *(please print clearly)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone(s): \_\_\_\_\_

Email Address: \_\_\_\_\_

How did you hear about CVVC's Training Programs?  
\_\_\_\_\_

Person/Organization Responsible for Payment:  
\_\_\_\_\_

Please check appropriate categories:

#### Conflict Resolution

- Total payment enclosed (\$200)
- Deposit only enclosed (\$50)
- Additional payment for 14 CLE credits  
*(for attorneys only/9.5 substantive, 4.5 ethics - \$21)\**

#### Mediation Training

- Total payment enclosed (\$350)
- Deposit only enclosed (\$100)
- Additional payment for 22 CLE credits  
*(for attorneys only/21 substantive, 1 ethics - \$33)\**

Registrations are due two weeks prior to the training program. Please pay at least the deposit with your registration. The balance is due by the first day of class. All deposits are non-refundable.

Make checks payable to CVVC or complete credit card form. Mail registration form and payment or credit card information to CVVC. To register and pay by phone call 412.482.3240. Extension 111.

#### General Training Information

Training Programs are held at CVVC's Offices in the East Liberty section of Pittsburgh (corner of Penn Avenue and Whitfield Street). Metered street parking and metered lot parking is available.

\*Our agency is an approved provider of Pennsylvania CLE credits.

\*Act 48, Social CEUs and Case Manager CEUs available at no charge.

\*PCCD approved Conflict Resolution Training for 7.5 hours and Mediation Training for 8 hours.

#### ■ About the Presenters

**Ellen DeBenedetti** is the Training Coordinator and Senior Mediator for Conflict Resolution, Mediation and Training Services of The Center for Victims of Violence and Crime (CVVC). She has been a mediator since 1990 and is a certified mediator by the Institute for the Study of Conflict Transformation. Ellen is a mediator on rosters for the Equal Employment Opportunity Commission, United States Postal Service, PA Department of Education, Financial Industry Regulatory Authority, Key Bridge Foundation (Department of Justice mediations about the Americans With Disabilities Act), Transportation Safety Administration, UPMC, and US District Court of Western Pennsylvania. She has presented conference workshops and participated in panel discussions for the following: Association for Conflict Resolution, Pennsylvania Council of Mediators, Pennsylvania Bar Association, Institute for the Study of Conflict Transformation, Association of Public Library Systems, National Association of Black and White Men Together, National Association for Mediation and Education, Society for Professionals in Dispute Resolution, The National Conference on Peacemaking and Conflict Resolution, and Allegheny Intermediate Unit Strategies for Safe Schools. Ellen received a B.A. in Psychology from Carnegie Mellon University and an M.Ed. in Special Education from the University of Pittsburgh.

**Dawn Lehman** is a Trainer and Community Educator with the Center for Victims of Violence and Crime (CVVC). Prior to this position, she served as the Pittsburgh Mediation Center's Restorative Justice in Schools Coordinator, providing alternative responses to suspension in area schools. Dawn has a wealth of experience with Mediation and Restorative Justice Conferencing through CVVC, Pittsburgh Mediation Center, the Community Mediation Center (Harrisonburg, VA) and at Eastern Mennonite University. She received a B.A. in Social Work and an M.A. in Conflict Transformation.



# Conflict Resolution and Mediation Training Spring 2010

The Center for Victims of Violence and Crime (CVVC) and Pittsburgh Mediation Center (PMC) have merged. This merger has created a one-of-a-kind continuum of education, prevention and intervention services. PMC is now an integral part of CVVC.

**CLE, Social Work CEUs, Case Manager CEUs and Act 48 Hours available.**  
Training is also approved by PCCD.

## Training Programs

### ■ Conflict Resolution

The Conflict Resolution Training assists participants in developing fundamental skills for working with conflict and is a prerequisite for the Mediation Training. The workshop is grounded in experiential learning and includes lecture, discussion, exercises and skills practice. **(Full attendance required for certificate.)**

**Date(s):** February 20 and 27, 2010

**Time:** 8:30 a.m. – 5:00 p.m.

**Tuition:** \$200

**Trainers:** Ellen DeBenedetti, M.Ed. and  
Dawn Lehman, M.A.

### ■ Training Objectives

- Participants will understand why communication is different in conflict situation.
- Participants will develop an awareness of personal attitudes and styles in dealing with conflict.
- Participants will become proficient at using a variety of tools for managing conflict.
- Participants will develop an awareness of how one's background and personal history affect one's experience with conflict.
- Participants will understand and practice tools for engaging others in constructive conversations about conflict.

Please contact Ellen DeBenedetti at 412.482.3240, ext. 300 with questions.

### ■ Mediation Training

The Mediation Training assists participants to become proficient in a party-centered mediation model in which the mediator supports people in conflict while they make decisions about how to deal with their situation. The workshop is grounded in experiential learning and includes lecture, discussion, exercises and skills practice. **(Full attendance required for certificate and Conflict Resolution Training is a prerequisite for this class.)**

**Date(s):** March 8, 15 and 22, 2010  
April 5, 12, 19 and 26, 2010  
May 3, 2010

**Time:** 6:00 p.m. – 9:00 p.m.

**Tuition:** \$350

**Trainers:** Ellen DeBenedetti, M.Ed. and  
Dawn Lehman, M.A.

### ■ Training Objectives

- Participants will understand the theories upon which mediation practice is built. They will understand an overall mediation model from initial contact by disputing parties to final disposition of the case.
- Participants will understand the role of the mediator and be able to make decisions about when and how to intervene in mediation.
- Participants will learn tools to facilitate communication among parties and support them through making decisions about their situation.
- Participants will learn how to work with a co-mediator.
- Participants will enhance an attitude of respect for diversity and develop a comfort level with how people express conflict.

Please contact Ellen DeBenedetti at 412.482.3240, ext. 300 with questions.

### ■ About CVVC

CVVC is a community based non profit agency committed to healing trauma, resolving conflict, and ending violence through three major agency programs/components; Conflict Resolution, Mediation, and Training Services, Crime Victim and Witness Assistance, and the Peace-It-Together Community Initiative which includes Education and Outreach, Arts and Media, Restorative Justice Strategies, and Peace-Building.

CVVC's unique continuum of intervention, prevention and education services is the result of a 2006 merger between CVVC, the region's largest comprehensive crime victim and witness agency established in 1975, and Pittsburgh Mediation Center (PMC), the area's leading source for mediation and conflict resolution for over 25 years. CVVC provides all of its services throughout Allegheny County. Mediation and Training services are also provided on a regional basis in South Western Pennsylvania and by request for other areas.

## Credit Card Payment Form *(please print clearly)*

If you wish to pay by credit card, please complete the information below. Thank you!

- VISA  MasterCard  
 American Express  Discover

Acct. #: \_\_\_\_\_

CVN #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

The CVN is the last 3 digits on the back of your credit card. For American Express, the CVN is the 4-digit number on the front of the card.

Signature: \_\_\_\_\_

Please write name and address as it appears on your statement.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mail to: CVVC  
5916 Penn Avenue  
Pittsburgh, PA 15206

412.482.3240 (p)  
412.482.3241 (f)  
information@cvvc.org (e)  
www.cvvc.org (w)

24-Hour Assistance Helpline  
412.392.8582