



Spring 2012 Training

CVVC's Dialogue and Resolution Center (DRC)

The mission of the Dialogue and Resolution Center (DRC) is to facilitate and teach non-violent ways to resolve conflict, promote constructive conversations and repair harm. The DRC incorporates restorative and transformative practices in all of its services.

Training Services of the DRC promotes knowledge and skills that:

- address conflict
- model civil discourse
- reduce stress
- de-escalate tensions
- provide alternatives to violence
- educate on trauma informed care
- understand impacts of violence, crime and conflict

DRC Services: • Dialogue • Mediation • Facilitation • Training

Spring 2012 Training Schedule

Conflict Resolution

Dates: February 4 and 11, 2012
Times: 8:30 A.M. – 5:00 P.M.
Tuition: \$200
Trainers: Dawn Lehman
Mary Jo Harwood

A 15 hour class in which participants develop fundamental skills for resolving conflict effectively and peacefully. Participants become proficient at using a variety of tools for managing conflict. The techniques taught enable participants to understand and practice engaging others in constructive conversations about conflict. Completion of the 15 hour Conflict Resolution class results in a certificate of completion and serves as a prerequisite for participation in the 24 hour Mediation class—full attendance required for certificate.

Mediation Training

Dates: February 15 and 29, March 14, 24 and 28, April 11 and 18, April 25 (snow day, if necessary)
Time: All Wednesday night classes
6:00 P.M. – 9:00 P.M.
Saturday class (March 24)
9:00 A.M. – 4:00 P.M.
Tuition: \$350
Trainers: Ellen DeBenedetti
Mary Jo Harwood

A 24 hour class based on a “party-centered” model. This model assists participants in learning how to support people when they are in conflict and facilitate a constructive conversation. The techniques taught will enable participants to support those in conflict to arrive at their own decisions and solutions as to how best to resolve the situation. Conflict Resolution class is a prerequisite.

Together, the goals of Conflict Resolution and Mediation Training are to:

- increase people's awareness of constructive alternatives to resolving conflict beyond the use of violence & litigation;
- replace attitudes and styles of ineffective communication with tools and techniques for engaging in conflict effectively and peacefully in every day life;
- develop a comfort level with how people express conflict;
- acquire tools for initiating and facilitating constructive conversation between people or groups of people;
- learn an orientation, foundational principles and skills for acknowledging, addressing and supporting others in generating options for conflicts that come up in every day circumstances;
- provide participants with the basic skills to conduct a mediation.

DRC Faculty

Ellen J. DeBenedetti, M.Ed., has extensive experience in conflict management, mediation, facilitation, negotiation and related skills. She works with community members and a wide variety of agencies including: school districts, police departments, hospitals, youth serving agencies, colleges, universities, businesses and non-profits. She has been a mediator since 1990. In addition to her work at CVVC, and previously with Pittsburgh Mediation Center, Ellen is a mediator for: Equal Employment Opportunity Commission, United States Postal Service, PA Department of Education (Special Education mediations), Financial Industry Regulatory Authority, Key Bridge Foundation (Department of Justice mediations about the Americans With Disabilities Act), Transportation Safety Administration, University of Pittsburgh Medical Center, and US District Court of Western Pennsylvania. She is a certified mediator by the Institute for the Study of Conflict Transformation. Ellen designed and taught the original “Methods of Resolving Conflict Course” for the Duquesne University Sociology Department's certificate program in Conflict Resolution and Peacemaking.

Dawn Lehman, M.A. is a Trainer and Community Educator with CVVC. In this capacity, Dawn conducts trainings on Conflict Resolution, Mediation, Restorative Justice, Victim Offender

Dialogue and Impacts of Victimization, as well as educational sessions for youth and community members on a range of violence prevention topics. In addition, she facilitates professional meetings and community dialogues designed to increase understanding of differences and strengthen collaborative relationships. Prior to this position, Dawn 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 Office of the Victim Advocate, the Community Mediation Center (Harrisonburg, VA) and at Eastern Mennonite University. She earned her B.A. in Social Work and her M.A. in Conflict Transformation.

Mary Jo Harwood, MSW, LSW is a licensed Social Worker in Pennsylvania. She is currently an Associate Director with The Center for Victims of Violence and Crime in Pittsburgh. Mary Jo directs the Dialogue and Resolution Center, a division of CVVC which provides conflict resolution, training and mediation services. She is a certified trainer and crisis responder for the National Organization of Victim Assistance with experience in local, state, and national crisis response. A significant part of her 25 years as a social worker has been

spent working as a therapist with individual youth, adults and families impacted by trauma and crisis. Mary Jo's clinical and crisis response experience contributes greatly to her expertise in developing and delivering trainings to national and international audiences, specific to the impacts of trauma on individuals, families and communities as well as the prevention and recognition of vicarious trauma on professionals. She has extensive clinical and supervisory experience in the treatment of trauma, sexual violence, grief, loss and abuse. Other practical experience also includes positions as a special education teacher, school social worker and adjunct professor. Mary Jo obtained her Bachelor of Science degree in Psychology and Special Education, and continued on to complete a master's degree in Social Work. Mary Jo has served on numerous committees across the Commonwealth including the Homeland Security Crime Victims Response Committee and the Crisis Response Organizational Subcommittee for the Keystone Crisis Intervention Team. Mary Jo is a certified trainer and crisis responder for the National Organization of Victim Assistance. She is also a member of the National Association of Social Workers, the Keystone Crisis Intervention Team and Mediators Beyond Borders.



The Center for Victims
of Violence and Crime

24-Hour Emergency Helpline

(412) 392-8582

Toll Free 1 (866) 644-CVVC (2882)

Phone (412) 482-3240 *non-emergency*

5916 Penn Avenue
Pittsburgh, PA 15206

information@cvvc.org
www.cvvc.org

Credits

Our agency is an approved provider of:

Type of Credit	*CLE (Pennsylvania)	CEU (Social Work)	Act 48	PCCD
Conflict Resolution	14 (9.5 sub. / 4.5 ethic)	15	15	7.5
Mediation	22 (21 sub. / 1 ethic)	24	24	8

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. All meters take quarters.

Casual dress is acceptable.

Area Accommodations:

- Courtyard by Marriot, 5308 Liberty Avenue
412-683-3113
- Quality Inn, 3401 Boulevard of the Allies
412-683-6100
- Residence Inn, 3896 Bigelow Boulevard
412-621-2200

Registration Instructions

Registration and full payment is due 5 business days prior to the start of training and can be made by either check or credit card. No refunds for cancellations—credit is given towards future training(s).

Mail your completed registration form located below, with your check or credit card information to:

CVVC
5916 Penn Avenue
Pittsburgh, PA 15206

For more information or to register and/or pay by phone, call 412.482.3240, ext. 102. Make checks payable to CVVC.

Spring 2012 Training

Trim on dotted line

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:

Credit Card Payment Information

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: _____

Please check appropriate categories:

Conflict Resolution—February 4 and 11, 2012

- Total payment enclosed (\$200)
 \$21 enclosed for 14 CLE credits (*for attorneys only*)
 Interested in Social Work CEU's or Act 48—
additional payment required

Mediation—February 15 and 29, March 14, 24, and 28, April 11 and 18

- Total payment enclosed (\$350)
 \$33 enclosed for 22 CLE credits (*for attorneys only*)
 Interested in Social Work CEU's or Act 48—
additional payment required

For more information or to register and/or
pay by phone, call 412.482.3240, ext. 214.

Make checks payable to CVVC.

Healing Trauma. Resolving Conflict. Ending Violence.