

**Course Registration Form**

Participation is restricted to federal employees.  
Enrollment limited to 30 per course.  
Registration deadline: May 6, 1998

I wish to enroll in the following course(s)

- Mediation Skills Training; Cost \$495  
May 12-14, 1998, Washington, DC
- Facilitating Partnership; Cost \$495  
May 19-21, 1998, Washington, DC
- I cannot attend but please send me information on future courses.

**Payment**

Credit Card Payment in the amount of \$ \_\_\_\_\_ / Expiration \_\_\_\_\_  
Acct: \_\_\_\_\_  
Signature \_\_\_\_\_

Agency Location Code in the amount of \$ \_\_\_\_\_  
ALC # \_\_\_\_\_

**Participant Information**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Office: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Address: \_\_\_\_\_  
Room/Mail Code: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

Return to: Deborah S. Laufer, ADR Coordinator  
2100 K Street, NW, Room 102, Washington, DC 20427  
Fax: 202-606-3679

Courses are taught in the training facilities of the National Office of FMCS, 2100 K Street, NW, Room 200, Washington, DC

Metro  
Farragut North (Red Line)  
Foggy Bottom (Blue Line)

For more information please call:  
Deborah S. Laufer  
ADR Coordinator  
202/606-3678



FMCS  
 ADR Services  
 2100 K Street, NW  
 Washington, DC 20427

**The Federal Mediation and Conciliation Service**

*presents*

*a series of training courses*



**Dispute Resolution in the Federal Sector**



*Track 1: Mediation*

**Mediation Skills**

*Track 2: Advanced Mediation*

**Mediation Skills II**

## **The Federal Mediation and Conciliation Service**

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The Federal Mediation and Conciliation Service (FMCS) is celebrating fifty years as an independent agency created by Congress in 1947 to provide mediation and conflict resolution related services. These services are delivered by the agency's nearly 200 full-time mediators who operate in 75 field offices located throughout the country.

The Administrative Dispute Resolution Act of 1996 authorizes FMCS to provide alternative dispute resolution, regulatory negotiation and public policy mediation services to government agencies, to resolve workplace complaints, design dispute resolution systems, and provide training for agency personnel.

These training courses offer unique opportunities for agency attorneys, managers, human resource and other professionals to acquire ADR skills that will develop individual abilities, promote effective labor-management partnership, and advance the goals of the ADR and Negotiated Rulemaking Acts.

The teaching faculty features FMCS Commissioners and trainers skilled in the art of mediation and facilitation, and experienced in federal sector dispute resolution.

## **Track 1 Mediation**

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### **Mediation Skills**

May 12-14, 1998

Tuesday - Thursday

9:00 am - 4:30 pm

Washington, DC

**Cost: \$495.00**

This 20-hour course provides basic skills for mediating disputes within the federal government. Integrating theory with practice, the training includes an introduction to mediation fundamentals, techniques, and simulations. Upon completion of the course, participants can hone their skills through agency or shared neutral programs.

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**Track 1: Mediation.** Future courses in this track will include subjects such as Advanced Skills, Ethics, Dispute Systems Design and Evaluation.

## **Track 2 Labor-Management**

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### **Advanced Mediation**

May 19-21, 1998

Wednesday - Thursday

9:00 am - 4:30 pm

Washington, DC

**Cost: \$495.00**

This course assumes that the participant knows the basics of mediation and has had the opportunity to actually mediate cases. Topics explored will include: laws governing ADR policy, EEO mediation, making the most of caucuses, dealing with difficult parties, agreement writing, mediator ethics, breaking impasse and intercultural/intergenerational communication skills. This class is very interactive. Participants are encouraged to discuss their experiences with the mediation process as part of the learning experience.

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**Track 2: Mediation II.** Mediating/facilitating large multi-party conflicts and mediating high profile EEO cases.

## **Training Faculty**

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**Commissioner Denise McKenney** is an expert trainer and curriculum designer, most notably in communication skills, group dynamics, intercultural mediation, and ADR. She serves as a master facilitator for labor-management partnerships.

**Arlene Patel**, Administrator of Special Programs, has created an interagency ombudsman program, and has extensive experience in the international ADR arena. She has developed mediator performance and assessment tools, and trainings in EEO, workplace disputes, and cross-cultural communication skills.

**Commissioner Peter Swanson** has worked with dozens of federal agencies and international entities designing, establishing and conducting ADR programs. He has served as a mediator and facilitator for disputes in the contexts of negotiated rulemaking, public policy, enforcement, EEO, and employment.

**Commissioner Lynn Sylvester** combines a background in law and ADR. She has extensive expertise in collective bargaining and labor disputes; has mediated numerous EEO, labor, and grant disputes; and has developed training and educational materials in labor relations and ADR.