

- ◆ **Metropolitan Mediation Services (M.M.S.)** has offered *mediation services* in the Greater Boston area for over twenty years. M.M.S. provides services to businesses, government agencies, schools, courts, and social service agencies, as well as individuals from greater Boston neighborhoods and families. We provide training to business people, attorneys, judges, mental health professionals, and educators, among many others.
- ◆ M.M.S. mediators and trainers possess a wealth of experience, training and education in conflict resolution. M.M.S. has a multi-disciplinary staff which includes attorneys, social workers and educators.

Learn more about us or register online for training at:  
<http://metromediation.org>

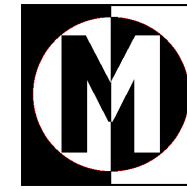
### Registration Information

Register online at <http://metromediation.org>. If you are unable to register online, register by sending in the form from this brochure along with a non-refundable \$100 deposit before the deposit deadline (see schedule and deadlines on inside panel).

Applications will be considered on a *first come* basis. For more information, Contact MMS Director Joshua Jacks at 617-241-0300.



Metropolitan Mediation Services  
40 Webster Place  
Brookline, MA 02445-7937



**Metropolitan  
Mediation  
Services**

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## *Conflict Resolution* **Mediation Training**

**20% (\$145)  
EARLY-BIRD  
DISCOUNT**  
for registration and  
full tuition received  
by early-bird  
deadline (see inside)  
for trainings  
through June,  
2012!!

*Three offerings*  
➤ **Jan 31 - Feb 11**  
➤ **Apr 24 - May 5**  
➤ **Jun 5 - 16**

Watch our website  
<http://metromediation.org>  
for future offerings.

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CEUs (or PDPs) for Social Workers,  
Educators, or LMHCs

*Metropolitan Mediation Services offers 36 hour Certificate Programs of training in mediation – an Alternative Dispute Resolution method for achieving collaborative, voluntary resolution of disputes. MMS has been training attorneys, social workers, municipal officials, HR staff, educators, business people, police officers, and many others in mediation for over 24 years.*

## The Training

Participants will receive thirty-six hours of conceptual and hands on training targeted to building the following skills:

- ◆ Understanding the dynamics of conflict
- ◆ Communication skills, such as neutral presentation and active listening.
- ◆ Eliciting and transmitting offers and information.
- ◆ Addressing issues of power and balance.
- ◆ Creating Strategies for Agreement

The training consists of:

- ◆ Demonstration of a mediation for observation.
- ◆ Presentations and discussions about concepts of dispute resolution.
- ◆ Exercises to illustrate and build skills.
- ◆ Nine supervised role play mediations with individual feedback and group debriefings.
- ◆ Large and small group discussions and exercises.
- ◆ Individual evaluation of each trainee.

## Materials

Participants will receive a binder of training materials; the book *The Mediators Handbook* (Included in your tuition! List price: \$24.95); articles and handouts, and, upon successful completion, a certificate of training

## Dates and Times

A training fills two weekday evenings, two full Fridays and two full Saturdays. Full attendance is required.

*Jan-Feb   Apr-May   June*

EARLY-BIRD DISCOUNT DEADLINE	Fri Jan 6	Thu Mar 15	Thu Apr 26
Application deadline	Tue Jan 24	Tue Apr 17	Tue May 29
1 <sup>st</sup> evening 6:30-10 PM	Tue Jan 31	Tue Apr 24	Tue Jun 5
1 <sup>st</sup> Friday and Saturday 9AM-5PM	Feb 3 & 4	Apr 27 & 28	Jun 8 & 9
2 <sup>nd</sup> evening 6:30-10 PM	Tue Feb 7	Tue May 1	Tue Jun 12
2 <sup>nd</sup> Friday and Saturday 9AM-5PM	Feb 10 & 11	May 4 & 5	Jun 15 & 16

## The Trainers

**Joshua Jacks** is Director of M.M.S. He has been a mediator since 1981 and has trained and supervised mediators since 1984 . He has mediated Medicare beneficiary-provider disputes and teaches in UMass Boston's Graduate Program in Dispute Resolution.

**Phillip Glenn**, Ph.D., is a Professor of Communication Studies at Emerson College, Boston. He teaches courses in conflict, negotiation and organizational communication, and he conducts research on talk-in-interaction. He received his mediation training from MMS and has mediated small claims court cases.

**Robert Kline**, J.D., is a mediator for M.M.S. and a trainer since 1997. He has taught at Northeastern University and Suffolk University Law Schools. He has mediated disputes regarding public housing, landlord-tenant, and civil court cases.

**Joan Sokoloff**, MLS, LCSW, is M.M.S.' founder. She has worked as a mediator in both the public and private sectors since 1986 and currently advises M.M.S. regarding its programs in the Boston Public Schools.

**Douglas Sweet**, Ph.D., J.D., supervises M.M.S.' court mediators in Newton and mediates Eviction and other Civil cases. He also mediates Equal Employment Opportunity cases. Before attending law school he worked for thirteen years at the U.S. Equal Employment Opportunity Commission.

**Douglas Thompson** is a mediator and facilitator for The Keystone Center, prior to which he worked for many years at the US Environmental Protection Agency. He mediates in Mass. courts, and teaches in the Graduate Program in Dispute Resolution at UMass Boston.

**Anita Aherne**, LCSW, has trained in businesses, schools, and other organizations for over twenty years, specializing in Conflict Resolution and Communications. She is MMS' Court Programs Coordinator, mediating and supervising newly trained mediators.

*Other trainers are practicing mediators, many from university, court, state or federal agency programs.*

## Location

M.M.S. Training Center is at *40 Webster Place, Brookline, Massachusetts* in Brookline Village and is easily accessible by the "D" Green line. There is on-site and street parking. The Village is known for its interesting variety of shops and restaurants.

## Cost

\$725 tuition includes the training, all materials, and Fri and Sat breakfasts. Non-refundable \$100 deposit is due with each application. **Reduced tuition of \$580 if full tuition received by early-bird deadline.**

Register online at <http://metromediation.org>

Use this form only if you cannot register online.

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State/Zip \_\_\_\_\_

Phone (h): \_\_\_\_\_ (w): \_\_\_\_\_

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

Check one:

Jan 31 - Feb 11, 2012 Mediation Training

Apr 24 - May 5, 2012 Mediation Training

Jun 5 - Jun 16, 2012 Mediation Training

Make check payable to "BCMHC/MMS" and write

"MMS Med Train mm/yy" (month and year of

program) on the memo portion. Mail this form with

your full tuition or non-refundable \$100 deposit to:

Metropolitan Mediation Services

40 Webster Place

Brookline, MA 02445-7937

Attn: Training Registration

Telephone: (617) 241-0300

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