



40-HOUR MEDIATION SKILLS TRAINING

PRESENTED BY:

Andy Miller



All trainings are five days, Fri., Sat., Sun., Sat., Sun., 8:00 a.m. to 5:30 p.m. each day

February 4, 5, 6, 12, 13, 2011 – Chicago Loop

April 1, 2, 3, 9, 10, 2011 – Arlington Heights

July 8, 9, 10, 16, 17, 2011 – Chicago Loop

September 9, 10, 11, 17, 18, 2011 – Arlington Heights

October 21, 22, 23, 29, 30, 2011 – Chicago Loop

December 2, 3, 4, 10, 11, 2011 – Arlington Heights

About The Program: Learn mediation skills from those who have the skills and the mediation experience. Students can benefit from a unique skills-based philosophy of mediation, a true performance-based training with maximum practice and coaching from the best mediators in the business, and Andy's many years of full-time experience mediating, training, coaching, certifying mediators and building a successful private practice. Participants in Andy's training enjoy his humor, his passion for mediation, and his willingness to challenge students and colleagues alike. Participants say that, although this training is the toughest they have ever been through, it is also one of the most enjoyable and rewarding experiences that they have ever had.

Class Make-Up: Training sessions are open to people from all backgrounds and have included managers, social workers, attorneys, administrators, consultants, therapists, teachers, pastors, judges, police officers, union officials, elected officials, executives or others seeking:

- To acquire skills from someone who has skills;
- A “hands-on” training designed to maximize skill-building;
- Maximum practice and coaching (multiple exercises plus nine simulations of 1.5 to 2 Hrs.);
- A mediation process broadly applicable to many different kinds of conflicts/disputes;
- Solid foundational and theoretical knowledge of mediation and of different mediation models;
- Small class size-increased personal attention;
- A true skills-based approach with a clear understanding of the role of skills vs. knowledge;
- Skills and process to become an effective mediator;
- Skills to become an effective advocate or participant in mediation;
- Skills to manage and resolve conflict, whether interpersonal or organizational;
- Skills to become a more effective communicator;
- A true performance-based training with an evaluation of their skill level based on a high certification standard.
- Guidance in building a mediation practice from those who have done it;
- CLE, CPDU, or CEU continuing education credit.

Class Size: Class size is small so as to maximize personalized attention but still maintain a good group dynamic. A student-to-coach ratio of 3-to-1 or 2-to-1 will be maintained for all practice simulations.

Continuing Education and Approval: This training is approved for certification in the Circuit Court of Cook County Law Division Mediation Program and the Cook County Chancery Court Mediation Program. Continuing Legal Education (CLE) credits for attorneys, Continuing Professional Development Units (CPDU’s) for teachers, and Continuing Education Units (CEU’s) for LCSW’s, HR professionals, and others, are available.

Time and Location: For exact training dates throughout the year, see the accompanying training registration form. Chicago Loop training sessions are usually held at 180 N. Wabash Street (Wabash & Lake). Training sessions in Arlington Heights are usually held at 1903 E. Euclid. All training sessions are held on Fridays, Saturdays, and Sundays, and are 8:00 a.m. to 5:30 p.m. each day.

Cost and Registration: Cost of the 40-Hour Training is \$1295.00. For special needs, for more information, for advanced mediation skills training, or for custom designed training sessions, for your group, contact Andy Miller at 312-342-4031 or immediate1@aol.com.

4 EASY WAYS TO REGISTER:

- 1. **Email** your credit card registration to imediate1@aol.com.
- 2. **FAX** your credit card registration to 312-276-8140.
- 3. **MAIL** your registration form with check or credit card information to: Mediation Skills, Inc., Training Registration, P.O. Box 492, Colfax, NC 27235
- 4. **CALL** in your credit card registration to 312-342-4031.

COST: \$1295.00

Enrollment — Advance Registration is Required:

These training sessions fill up quickly. Payment in full must be submitted with registration in order to reserve a space in the training. Indicate on your registration if you want us to place you on the waiting list and/or register you for the next training offered if space is not available.

Cancellation, Transfer & Refund Policy: All transfer and cancellation requests must be received fourteen (14) business days prior to the start of the training. A \$150.00 administrative fee will be assessed for all transfers and cancellations. We reserve the right to cancel any training due to insufficient enrolment, instructor unavailability, space unavailability, inclement weather, or safety concerns. A full refund, or a transfer to later training, will be provided in the event we cancel a training.

Need Special Accommodations?

If you need special accommodations, please contact Andy Miller at 312-342-4031.

REGISTRATION INFORMATION:

Name: _____

Address: _____

Address: _____

City/State/Zip Code: _____

Firm/Org: _____

Phone: _____

Email: _____

TRAINING DATE

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PAYMENT METHOD

Check Number: _____
(Make checks payable to Mediation Skills, Inc.)

Charge to: VISA MC AMEX DISCOVER

Number: _____

Expires: _____

Cardholder's Name: _____

CVV#: ____ (three or four digit security code)

Cardholder's Signature: _____

Credit Card Name and Billing Address, if different:

Are you requesting CEU, CLEU, or CPDU credit? _____

How did you hear about us? _____

About Andy Miller

Andy Miller has been a full-time mediator and skills trainer for over fifteen years. He now mediates primarily employment and workplace matters in several states. He designs and conducts skills trainings in mediation, negotiation, communication, conflict resolution and coaching. Before entering private practice, Andy was Director of Training Services at the Center for Conflict Resolution in Chicago.

Andy is known for his skills and uses a skills-based model of mediation. He has a long track record of both quality conversations and a high closure rate in many hundreds of mediations for business, corporate and institutional clients, the federal and state courts and other federal, state and municipal agencies, including the U.S. EEOC, the United States Postal Service, U.S. Forest Service, the Illinois Department of Human Rights, and the City of Chicago.

Andy's expertise as a trainer is in skills-based, performance-based training. He is known not only for his skills, but for his humor, passion for mediation, and willingness to challenge students and colleagues alike. He has designed and conducted trainings ranging from one-half day to five days, including more than 100 40-hour mediation skills trainings. Mr. Miller consults and coaches skills for government, attorney, corporate and individual clients.

Andy has also conducted mediation trainings for Northwestern University Law School, Chicago-Kent College of Law, DePaul University College of Law, Loyola University Law School, and the Graham School of General Studies at the University of Chicago.

Andy is a past president of the Association for Conflict Resolution (ACR), Chicago Chapter, and a past co-chair of the Training Sector of the Society of Professionals in Dispute Resolution (SPIDR) International. He has presented for organizations including the Association for Conflict Resolution, the American Bar Association Dispute Resolution Section, the Mediation Council of Illinois, the U.S. Ombudsmen Association, the Virginia Mediators Network, the Wisconsin Association of Mediators, the Association of Legal Administrators and the Circuit Court of Cook County.

A native of Charlotte, Andy graduated *summa cum laude* and *Phi Beta Kappa* from the University of North Carolina, and from the Divinity School of the University of Chicago.

Andy G. Miller has trained individuals from and consulted for a variety of organizations, including:

GOVERNMENT:

U.S. E.E.O.C.
U.S. Postal Service
U.S. Environmental Protection Agency
U.S. Dept of Health and Welfare
U.S. Dept of Justice, Community Relations Service
Circuit Court of Cook County
United States District Court, Northern District of Illinois
Federal Highway Administration
City of Chicago Department of Public Health
Federal Aviation Administration
Illinois Department of Human Rights
Department of Human Relations, City of Springfield
Cook County Marriage and Family Counseling

CORPORATE:

United Airlines
BP/Amoco Oil Company
Accenture
JP Morgan Chase & Co.
Advocate Healthcare
Leo Burnett
Commonwealth Edison
CNA Insurance
Hyatt Hotels
Northern Trust Co.
Motorola

LEGAL ORGANIZATIONS:

Chicago Bar Association
Association of Legal Administrators
Northwestern University School of Law
De Paul University Law School
Chicago-Kent College of Law
Skadden, Arps, Slate, Meagher & Flom
Sidley & Austin
Latham & Watkins
Mayer Brown Rowe & Maw
Sonnenschein Nath & Rosenthal
Lawyers from a variety of law firms

OTHER ORGANIZATIONS:

The University of Chicago
University of Illinois
Wisconsin Association of Mediators
The United Methodist Church
Illinois Education Association
Mediation Council of Illinois
U.S. Ombudsmen Association