



The Alberta Family Mediation Society (AFMS) is pleased to present:

## BASIC MEDIATION TRAINING - CALGARY

### DATES

(5 days, 8:30am – 4:30pm each day)

**October 21 – 25, 2019**

### COST

AFMS members \$1500 (no GST)

Non-members \$1700

(go to [www.afms.ca](http://www.afms.ca) for Membership info)

### ACCREDITATION

- AFMS Basic Mediation credit
- will prepare participants to successfully participate in more advanced mediation trainings such as the LESA course “Mediation of Family & Divorce Conflicts” ([www.lesa.org](http://www.lesa.org))

### VENUE

Sir Denny Room

<https://www.fortcalgary.com/>

### MORE INFORMATION

Phone: 403-233-0143

email: [info@afms.ca](mailto:info@afms.ca)

This course is also suitable for anyone seeking to gain a basic knowledge of **effective communication and conflict resolution** for application in any sector such as **nursing, education, social work, human resources, real estate, retail, law enforcement or the trades**. This basic course will assist learners with developing strategies to communicate more effectively with colleagues, manage workplace relationships, and develop ways to navigate workplace challenges whenever conflict arises.

**Course includes: all materials, snacks and refreshments and a full lunch each day.**

The Alberta Family Mediation Society is a non-profit organization dedicated to helping Albertans figure out their options when faced with family transitions related to divorce, separation, and/or age-related changes within the family.

Mediation is a collaborative way to develop agreements that move people toward successful outcomes with the guidance of a mediator, an impartial third party. It provides a safe and informal place for individuals to have an open and honest discussion, as well as the opportunity to work together to come up with mutually agreeable solutions.

All family mediators, elder mediators or child consultants registered with AFMS need a 35-hour Basic Mediation course that covers:

- o Conflict Resolution
- o Negotiation
- o Communication
- o Interest-based Mediation
- o Mediation Skills

### COURSE OVERVIEW

This (5-day) 35-hour course will cover the basics of interest-based mediation. We'll start with understanding what conflict is, its impacts, and the different resolution processes available. We'll explore basic self-awareness and our own contributions to conflicts and discover what our strengths are and what our weaknesses may be.

We will visit the interest-based model of negotiation and experience some of emotional self-management techniques that make for an effective mediator. This will naturally lead us into an introduction to basic interest-based mediation and practice of the appropriate skills, which are necessary and helpful to achieve the best chances for resolution. We will learn the qualities of a good mediator, which includes Mediators' Codes of Ethics.

### PRESENTER

Nancy Hack is a Chartered Mediator and Registered Family Mediator. She also has her Certificate in Tribunal Administrative Justice from the Foundation of Administrative Justice (FOAJ). She received her Bachelor of Education from the University of Alberta. Along with her general private practice in Edmonton, Nancy mediates for Alberta Resolution Services (Family, Civil); is on the Provincial Police Public Complaints Mediation roster; and was a conciliator for the Albert Human Rights and Citizenship Commission. For 14 years Nancy was a facilitator of the Alberta Justice parenting course, Focus on Communication in Separation. She recently completed her full 9-year tenure as a member of the Subdivision and Development Appeal Board for the City of Edmonton, and 8 years as the Public Member of the Chartered Professional Accountants of Alberta Disciplinary Appeal Board. Since 1997, Nancy has conducted hundreds of interest-based mediations, conciliations and facilitations involving a broad range of issues. She coached for 7 years with AAMS (now ADRIA) and was a volunteer mediator for the community and victim-offender programs at the Mediation and Restorative Justice Centre in Edmonton. Currently, Nancy instructs the FOAJ course, Principles of Administrative Justice.

### REGISTRATION

Online at [www.afms.ca](http://www.afms.ca)

Or submit this form

NAME \_\_\_\_\_

ORGANIZATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

EMAIL \_\_\_\_\_

TEL \_\_\_\_\_

Dietary Restrictions \_\_\_\_\_

Mail a cheque payable to “AFMS” to AFMS, #1650, 246 Stewart Green SW, Calgary, AB T3H 3C8.

or pay by credit card

Card Number \_\_\_\_\_

Exp \_\_\_/\_\_\_ CVV \_\_\_\_\_

Name on card: \_\_\_\_\_

Scan and email to [info@afms.ca](mailto:info@afms.ca) or fax to: 403-532-0988

**Cancellation Policy:** Registration will be refunded up to 30 days prior to event (a \$50 administration fee will be withheld). Registration is fully transferable.