

The Trainers

Our trainers are primarily practicing mediators. Their real world experience combined with a passion for mediation make each of them a skillful and engaging trainer.

Ed Boyte, Assistant Director, Cleveland Mediation Center (CMC)

Ed started his association with CMC as a volunteer community mediator throughout the 1990s.

In 2000 Ed joined the staff and supervised Homeless Prevention, School Truancy, Neighborhood and Community mediations. Ed has a B.A. from Hiram College and has completed over 120 hours of advanced mediation training and has trained with Joseph Folger.

Wendy Hawbaker, J.D., Staff Mediator Ashtabula County Joint Court Project

Wendy has been a private practice mediator since 1992 with a focus on couples and families. Additionally, her work as a staff mediator for Ashtabula County includes cases involving personal injury, breach of contract, construction, personal torts and others.

Wendy is a Past President of the Ohio Mediation Association and has served on the Board of the Mediation Association of Northeast Ohio.

Dan Joyce, Executive Director CMC

Dan has served as Executive Director of CMC since 1981 and was elected to the Board of Directors of the National Association for Community Mediation in 1998. He served as co-chair of that organization.

Dan has published articles in professional publications, coauthored and edited numerous texts, and was a member of the editorial board of Mediation Quarterly.

What participants are saying about our training:

“very important content, knowledgeable presenters”

“engaging, responsive, complete”

“thought provoking, helpful, necessary”

“great, helpful, empowering”

“informative, energizing, challenging”

Additionally, over 98% of participants taking training during the 12 months ending in March 2007 rated the training “Excellent” or “Very Good”

Cleveland Mediation Center
2012 West 25th Street, Suite 412
Cleveland, OH 44113
216-621-1919

www.clevelandmediation.org

E-mail: training@clevelandmediation.org

CLEVELAND MEDIATION CENTER TRAININGS

Basic Mediation

Transformative Mediation

Family

Divorce

Domestic Abuse

Community & Workplace

Client Satisfaction Workshops

Cleveland Mediation Center
2012 West 25th Street, Suite 906
Cleveland, OH 44113
216-621-1919

www.clevelandmediation.org



Don't fight it out. Talk it out.



Basic Mediation

CMC has been training mediators since 1981.

This highly interactive twenty-four hour workshop will provide an introduction to mediation using demonstrations and practice as well as lecture, discussion and situational case studies.

This is a practical course, incorporating a best practices approach to mediating.

Topics include:

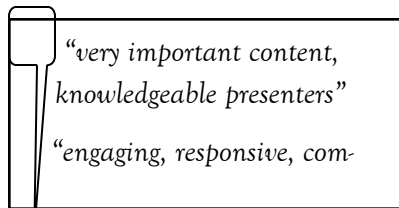
Uniform Mediation Act

Active Listening

5 Phase, Client Centered

Empowerment Model of Mediation

Cultural Influences



Transformative Mediation

Many have heard of transformative mediation ~ this class is for new and experienced mediators who don't just want to learn about it, but learn how to mediate from the transformative perspective, as described in *The Promise of Mediation* (1994 and 2004) by R. Baruch Bush and Joseph Folger. This twenty-four hour class teaches mediators how to empower conflicting parties to move from confusion and self-doubt to clarity and confidence and to gradually shift from suspicion and distrust of the other party to a more open engagement with them.

Family and Divorce Mediation

This is a two part advanced mediation training - completion of CMC's Basic or Transformative Mediation training is a prerequisite.

The forty hour divorce training satisfies Rule 16 under the supreme court and q

Domestic Abuse

Domestic abuse itself is never mediated, there are, however, times in which survivors of abuse wish to engage in a safe, structured setting with former partners to discuss issues like custody, visitation and support. CMC has been part of the statewide Domestic Abuse Issue: Training Work Group which examines safe ways to conduct mediations in cases where domestic abuse has been identified. CMC staff members are trainers in the 18 hour Ohio Supreme Court Domestic Abuse Issues workshop - these sessions train family mediators how to recognize and screen for verbal and physical abuse, when and how to stop mediations and how to work with survivors and their advocates in mediation.

Community and Workplace

Conflict Resolution Skills

Would your co-workers, members of your congregation or block club benefit from enhanced communication or other conflict resolution skills?

Disagreements, minor disputes, and miscommunication are a natural aspect of any group - and there are ways to turn these situations into opportunities to strengthen your organization ~ where everyone is heard and persons recognize their similarities as well as differences. Please contact our trainer, Ed Boyte (eboyte@clevelandmediation.org, 216-621-1919, ext. 103), about partial or full day interactive, engaging workshops.

Is "the customer always right?"

Customer/Client Satisfaction Workshops

Does your agency, business or organization work with clients or customers who are at times difficult or challenging? Does your staff struggle to balance clients' needs with other pressures of their job ~ like maintaining a safe environment for all? With a background in customer service and conflict resolution, our trainer can show you new ways to approach customer satisfaction that puts management and staff on the same side - with win/win/win results for clients, agency and staff. Please contact our trainer, Ed Boyte (eboyte@clevelandmediation.org, 216-621-1919, ext. 103) for more information.