

## The Trainers

Our trainers are 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) teaches Basic, Transformative, Family, Divorce, Community & Workplace and Client Satisfaction Workshops. Additionally Ed trains with the Supreme Court Domestic Abuse Issues and facilitates neighborhood discussions. He has studied advanced and family mediation with Robert Benjamin and Transformative mediation with Joseph Folger.

**Wendy Hawbaker**, J.D., Mediation Coordinator  
Joint Crt. Mediation Project  
Ashtabula Co. Crt. of Common Pleas  
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 Adjunct Professor of Law at Case Western Reserve University and Past President of the Ohio Mediation Association.

**Dan Joyce**, Executive Director, CMC  
Dan is Executive Director of CMC and is past co-chair of the National Association for Community Mediation. Dan has taught conflict resolution at Antioch University, Cleveland State University and Kent State University. He has published articles in professional publications, coauthored and edited numerous texts, and was a member of the editorial board of Mediation Quarterly.

Over 98% of 2007 participants rated CMC's training *Excellent* or *Very Good*.



## Cleveland Mediation Center

### Programs

*Homeless Prevention*

*School Attendance*

*Family and Divorce Mediation*

*Mediation Training*

*Community Disputes*

*Dissolution of Marriage Kits*

#### Our Mission:

To promote constructive conflict resolution, especially among youth, and to strengthen community ties with an emphasis on mediation and mediation training.

Cleveland Mediation Center  
2012 West 25th Street, Suite 906  
Cleveland, OH 44113  
216-621-1919  
[www.clevelandmediation.org](http://www.clevelandmediation.org)

E-mail our training coordinator at:  
[training@clevelandmediation.org](mailto:training@clevelandmediation.org)  
or call 216-621-1919, ext. 500.

Unless otherwise noted, trainings are held at Trinity Commons, 2230 Euclid Ave, Cleveland, OH. Parking is near the corner of E. 22 and Prospect

## CLEVELAND MEDIATION CENTER TRAININGS

Basic Mediation

Transformative Mediation

Family

Divorce

Community & Workplace

Client Satisfaction Workshops

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Don't fight it out. Talk it out.

## Basic Mediation

CMC has been training mediators since 1981.

This highly interactive 24 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
- Client-Centered Approach
- 5 Phase, Empowerment Model
- Cultural Influences

### 2007 Participant Feedback

*“very important content,”*

*“knowledgeable presenters”*

*“engaging, responsive, complete”*

## Transformative Mediation

Many have heard of transformative mediation ~ here's your chance to learn how. This 24 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.

The US Postal Service and Transportation Safety Administration are two employers who have chosen Transformative Mediation to address employee concerns.

## Family and Divorce Mediation

- Advanced mediation training
- Basic or Transformative Mediation training is a prerequisite.
- Family is 16 Hours
- The 40 Hour Divorce begins with the 16 Hour Family
- 40 Hour Divorce Meets Supreme Court Training Requirement for Referrals

These interrelated trainings are designed for those interested in using mediation with families, and for professionals desiring to conduct court referred pre and post decree divorce and custody mediations.

*Family Mediation Training*, designed for professionals and other interested persons, teaches how to use mediation both with families and between families and social service organizations. End-of-life decisions, elder and child care and youth issues, are just some of the situations where mediation skills can help parties communicate better to find lasting solutions to their circumstances.

*The 40 Hour Divorce Training* covers screenings and pre-interviews with interested parties, agenda setting, parenting plans, division of assets and support issues. The emphasis is on how to use mediation skills to help parties make their own decisions in a very difficult time.

CLEs, CEUs and CEs are available for most or all trainings – ask our Training Coordinator for details.

## 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 that can be turned into opportunities to strengthen your organization in a manner where everyone is heard.

Please contact our trainer, Ed Boyte. (eboyte@clevelandmediation.org, 216-621-1919, ext. 103), about partial or full-day interactive, engaging workshops.

### 2007 Participant Feedback

*“thought-provoking, helpful, necessary”*

*“great, helpful, empowering”*

*“informative, energizing, challenging”*

*Is “the customer always right?”*

## Client Satisfaction Workshops

Does your business or organization work with clients who can be difficult or challenging? Does your staff struggle to balance clients' needs with other pressures of their job ~ like maintaining a safe environment? With a background in customer service and conflict resolution, our trainer can show you new ways to approach customer satisfaction that seek 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.