



**The Mediation & Training Collaborative
and Holyoke Community College present:**

BASIC MEDIATION TRAINING

**June 8, 9, 15, 16 and 23, 2018
8:30 am - 5:30 pm
Holyoke, MA**

For educators, supervisors, attorneys, mental health professionals, human resource workers, leaders of faith communities or anyone involved in helping others resolve disputes. Learn how to:

- ◆ Help others resolve conflicts
- ◆ De-escalate angry and upset people
- ◆ Ask powerful questions, and really listen to answers
- ◆ Identify underlying issues and help others get creative about solving problems

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*The Mediation & Training Collaborative is a program of
Community Action Pioneer Valley*

