

Pre-Registration Required. Fee: \$945 (includes refreshments)

An additional \$50 is due the first day of class for materials: handouts, assessment, video-recording

Registrant's Name _____ E-mail _____
Phone: Cell _____ Work _____ Home _____
Address _____ City _____ State _____ Zip _____

Course Name: _____ Course Number _____

Date of Class _____ Enrollment Form _____ Catalog _____

Class registration requires completion of an enrollment form. The enrollment form and catalog may be found at <http://coloradospringmediators.com> or call 719-266-8181 and request copies via email.

Mail the completed enrollment form and payment to:

PSI, 3730 Sinton Road, Suite 150, Colorado Springs, Colorado, 80907

Payments: Checks are to be made payable to Phoenix Strategies, Inc.

For credit card payment using PayPal, pay online <http://coloradospringmediators.com> ; or call 719-266-8181 or email (monica@phoenixstrategies.biz)

Phoenix Strategies, Inc. is a private school, approved and regulated by the Colorado Department of Higher Education, Private Occupational School Board.

Alumni Benefits

Ongoing Mentoring

Collaborative Mediator® Certification
Coaching

Co-mediation opportunities

Triannual Free Training

Referrals for Certified Collaborative
Mediators®

PHOENIX STRATEGIES, INC.
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Colorado Springs, CO 80907
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W: www.phoenixstrategies.biz
Email: monica@phoenixstrategies.biz



BASIC 40-HOUR MEDIATION TRAINING



Conflict Management for
Mediators
Attorneys (CLE's Approved)
Managers
Personal Use

Denver and Colorado Springs Locations

Unique, Innovative, Comprehensive and Effective

The training goal is sustained behavioral change. Students in traditional class settings, tend to fall back to familiar, comfortable habits. PSI seeks long-term change through skill-building, video-recording and individual performance evaluation. Participants actually hear, see, and feel how words and non-verbals impact others.

- Behaviors are modeled, practiced and assessed
- Skill-builder exercises are based on real life situations and interspersed throughout the training

Small classes create optimal learning

- Individual learning needs addressed
- Safe, comfortable environment to try new techniques
- Extensive content includes intermediate to advanced information
- Questions answered immediately
- Video-recording

"This was the best training I have ever attended. Monica is a great presenter, trainer and encourager. I am using the skills and confidence I acquired daily."
Jim Vigorito, Ph.D., Licensed Psychologist

COLLABORATIVE, FACILITATIVE, INTEREST-BASED MODEL

The PSI Collaborative, Facilitative, Interest-Based Model™ is the training foundation. The model stresses the significance of relationships through appreciation, accountability, and trust building; self-determination through empowerment; and the identification and address of critical desires, fears and concerns.

Training Overview

Conflict Origins

Mediation Models

Mediator Roles

Case Management and Forms

Appreciative and Empowerment
Strategies and Techniques

Interest-Based and Positional Negotiation

Communication
"I" Messages, Listening and Non-verbals

Problem-Solving Strategies

Interest-Based Mediation Process

Memorandum of Understanding

Ethics and Statutes

Monica Lichtenberger is the President of Phoenix Strategies, Inc., established in 1997. Monica holds a Masters in Management and the following certifications: international Association for Conflict Resolution Advanced Workplace Practitioner, Transformative Mediator™, Conflict Dynamics Profile®, Colorado State Ombudsman, and Collaborative Mediator®. Monica is a coach, trainer, conciliator, facilitator and conflict management system designer. She has mediated cases, originating within the Federal Occupational Health, Transportation and Security Administration, Better Business Bureau, Bureau of Land Management, United States Postal Service, Equal Employment Opportunity Commission, Fourth Judicial and Eighteenth Judicial Districts, Neighborhood Justice Center, School District 11, Colorado Springs City Utilities, Workout Limited and Face-To-Face Community Alternatives. Monica designed the Collaborative Mediator® Certification and Model, a court mediation program and founded the private School of Collaboration and Human Development.