

**PRIVATE DISPUTE RESOLUTION SERVICES**  
1000 MARKET STREET  
CHATTANOOGA, TN 37402



**COURSE SCHEDULE**

**WINTER 2014**

**BASIC MEDIATION TRAINING**

**ADVANCED COURSES IN MEDIATION,  
MEDIATION ADVOCACY, LAW AND ETHICS**

**4PDRS.COM**



## TRAINING INSTITUTE

### COURSE SCHEDULE

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#### ADVANCED COURSES IN MEDIATION, MEDIATION ADVOCACY, LAW AND ETHICS



**MEDIATION • TRAINING • CONSULTING**

**4PDRS.COM**

## ABOUT THE PDRS TRAINING INSTITUTE

The PDRS Training Institute, established in 1997, includes a variety of Basic and Advanced Mediation Courses that provide the education and skills necessary to practice General Civil and Family mediation and mediation advocacy in Tennessee and other states. Our curriculum also includes Basic and Advanced Courses on alternative dispute resolution and collaborative problem-solving in the corporate arena with special emphasis on conflict management systems in government, healthcare, business and church settings.

**What will you learn...** basic mediation theory, as well as, real world application. Participants will also learn from among the topics of:

- The Dynamics of Conflict
- The Spectrum of Mediation Models
- Rule 31 Procedures and Standards
- State Rules, Statutes & Local Forms
- Communication & Facilitation Skills
- Family & Relationship Dynamics
- Conflict Resolution Concepts
- Negotiation Dynamics
- Standards of Conduct and Ethics
- Court Processes
- Mediation Processes & Techniques
- Mediating Special Circumstances

**Interested in one of the topics for your staff or group? Contact us at (423) 266-4050 for more information regarding custom trainings and presentations.**



## ABOUT PDRS FACULTY & GUEST PRESENTERS

PDRS trainings are conducted by an outstanding group of independent professionals with expertise in the spectrum of mediation models as well as a wide range of practical experience. Led by Carol Berz and Terry Croghan, the PDRS training faculty includes experts in the fields of law, human resources, employment, business, psychology, medicine, theology, education, social work and domestic relations.

**Carol B. Berz**, LCSW, JD, PhD is CEO of Private Dispute Resolution Services, LLC. A commercial and family mediator since 1981, Dr. Berz does extensive teaching and consulting, nationally, in both the private and public sectors in the areas of mediation, mediation advocacy, law and ethics, and collaborative problem-solving in the workplace, with an emphasis on healthcare. Dr. Berz is a Tennessee Supreme Court Rule 31 Listed General Civil and Family Mediator, specially trained in domestic violence.

**Terrill L. Croghan**, is a professional trainer in the art and craft of collaborative mediation. He gained his ADR experience through mediating cases in the areas of commercial contracts, real estate, construction, personal injury, probate, insurance and a variety of employment disputes. He specializes in communication and facilitation skills with an interest in neurolinguistic programming.

Visit [4pdrs.com](http://4pdrs.com) for a complete list of trainers and guest presenters.

# COURSE OFFERINGS

**TRAINING TRIAD:** In Tennessee, there are two credentialing designations for mediators – General Civil and Family – and one specially trained listing for Domestic Violence. To help professionals meet the educational requirements for these designations, PDRS offers the Training Triad. This program is a comprehensive learning experience that provides participants with the complete spectrum of basic training necessary to apply for these listings with the Tennessee Supreme Court and other states. Participants who complete this series will:

- Fulfill their basic mediation education
- Have marketable skills
- Become part of the PDRS Referral System

• **40-HOUR GENERAL CIVIL MEDIATION TRAINING:** This fast-paced executive semester teaches the basic skills and techniques for practicing and/or participating in general civil mediation. You will learn the fundamentals of mediation and mediation advocacy; the concepts of mediation law; and the standards of conduct and ethics under Tennessee Supreme Court Rule 31. Through peer exchange, group exercise and evaluative role plays, you will acquire and develop negotiation and other collaborative problem-solving skills useful in mediation and other professional settings.

• **46-HOUR FAMILY MEDIATION TRAINING:** This is a comprehensive course that teaches the knowledge and skills of mediation as it relates to family and relationship conflict and divorce. You will learn state rules, statutes and local forms regarding family mediation and examine ethical dilemmas arising in the family mediation context. Through intense individual and group exercise and role play, you will further develop your mediation and communication skills. In addition, sections dedicated to family law, psychological issues in divorce, needs of children and an introduction to the dynamics of domestic violence will prepare you to participate competently in the Family Mediation process and other collaborative problem-solving situations.

• **12-HR DOMESTIC VIOLENCE TRAINING:** The Center for Disease Control and Prevention reports that nearly 3 in 10 women and 1 in 10 men in the US have been victims of intimate partner violence at some point in their lifetime. Based on these statistics, it is inevitable that all Family mediators will, at some point, face the issue of domestic violence in a mediation. Understanding the dynamics and possessing skills to deal with the behaviors are significant, whether or not you choose to be listed as specially trained.

In this course, you will learn the dynamics of domestic violence, the basic skills to recognize abuser and victim behaviors and techniques for dealing with parties in family, employment and other professional settings where domestic violence may be an issue. You will enhance your knowledge of law and ethics; learn how to incorporate safety assessments and planning in to all mediations and gain a better understanding of needs of children in domestic violence situations. For Rule 31 Listed Family Mediators who wish to be listed as specially trained in domestic violence.

*Truly a MUST for all mediators!*

• **CONTINUING EDUCATION OBLIGATIONS:** All PDRS courses are approved by the TN Commission on CLE and Specialization, TN Alternative Dispute Resolution Commission and by professional governing agencies in other states, as requested. They include updates in case and statutory law, and – based on subject matter – specialized negotiation and communication skills and collaborative problem-solving skills.

• **CUSTOMIZED CORPORATE TRAINING:** We specialize in the development and implementation of courses tailored to individual subject matter. Areas of expertise include Healthcare, Employment and Law and Ethics in professional practice.

Note: *The information presented in all PDRS courses is presented for educational purposes only and is in no way intended to be legal advice.*

**CONTACT@4PDRS.COM OR (423)266-4050**

# WINTER 2014

APPROVED CLE, CME AND CEU

All courses are designed for professionals who seek the education to become a General Civil or Family mediator and/or mediation advocate; who want to learn collaborative problem-solving skills or who need continuing education hours for mediation, law or other professional practice. Participants include professionals in healthcare, human resources, education, law, government, business, ministry, social work, psychology, real estate.

**November 17-21, 2014** 36.50 Gen/4.25 Dual Hrs

**40-hour General Civil Mediation**

Fast-paced executive semester. Meets the academic mediation requirement for General Civil Mediator listing in Tennessee and other states.

**November 18-20, 2014** 20.25 Gen/3.50 Dual Hrs

**Family to General Civil Mediation Cross-Over**

This course meets the curriculum requirement for Rule 31 Listed Family Mediators who wish to apply for General Civil Mediator Listing

**November 17-21, 2014** 41.25 Gen/4.75 Dual Hrs

**46-hour Family Mediation**

Fast-paced executive semester. Meets the academic mediation requirement for Family Mediator listing in Tennessee and other states.

**November 18-21, 2014** 22.50 Gen/7.50 Dual Hrs

**General Civil to Family Mediation Cross-Over**

This course meets the curriculum requirement for Rule 31 Listed General Civil Mediators who wish to apply for Family Mediator Listing.

**November 18, 2014** 3.00 Gen/3.50 Dual Hrs

**General Civil Mediation Law, Ethics & More**

Basic mediation law and ethics with a touch of communication skills and neuro-linguistic programming. *Includes Lunch*

**November 18, 2014** 2.75 Gen/3.25 Dual Hrs

**Family Mediation Law, Ethics & More**

Basic mediation law and ethics with an intro to the dynamics of domestic violence. *Includes Lunch*

**Check our website for additional course offerings.  
See Registration Form for Fees and Early Registration Discounts.  
Other Courses Available Upon Request.**

**Check our website for additional course details and offerings [www.4pdrs.com](http://www.4pdrs.com).**

**What do graduates of the PDRS Training Institute have to say about our courses...**

“PDRS is an extraordinary partner for training and instruction that focuses on managing conflict inherent in healthcare.”

– *Corporate Healthcare Client*

“The most enlightening and well presented training I have experienced in 20 years of practice.”

– *Family Attorney*

“This course has opened my eyes to the usefulness of this process in employment matters.”

– *H.R. Professional*

“What an interesting challenge. Great from all perspectives. Best educational course I have attended.”

– *Retired Judge*

All Training Institute courses are held at the PDRS facility located at 1000 Market Street, Chattanooga, Tennessee.

Training Triad courses meet the academic requirements for Tennessee Supreme Court Rule 31 Listing. Approved in other states as requested. Check with your state's governing agency for further information.

All courses are approved continuing education by the TN Commission on CLE and Specialization, the TN Alternative Dispute Resolution Commission and by other professional licensing agencies in TN and other states as requested. Hours submitted upon request. Additional fees may apply.

# REGISTRATION FORM

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Email \_\_\_\_\_

Area of Practice \_\_\_\_\_

## COURSE SCHEDULE AND FEES

Select courses you wish to attend and applicable fees. Register early, enrollment is limited.

DATE	TITLE	FEE	
		Before Sept 15	After Sept 15
Nov 17-21	40-hr General Civil Mediation	<input type="checkbox"/> \$1525	<input type="checkbox"/> \$1675
Nov 18-20	Family to General to Civil Mediation Cross-Over <i>must have completed a 46-hour Family Mediation course</i>	<input type="checkbox"/> \$875	<input type="checkbox"/> \$975
Nov 17-21	46-hr Family Mediation	<input type="checkbox"/> \$1625	<input type="checkbox"/> \$1775
Nov 18-21	General Civil to Family Mediation Cross-Over <i>must have completed a 46-hour Family Mediation course</i>	<input type="checkbox"/> \$945	<input type="checkbox"/> \$1025
Nov 18	General Civil Mediation Law, Ethics and More	<input type="checkbox"/> \$250	<input type="checkbox"/> \$285
Nov 18	Family Mediation Law, Ethics and More	<input type="checkbox"/> \$250	<input type="checkbox"/> \$285

*Tuition includes materials, applicable ADRC Administrative fees, and continental breakfast. Additional CEU reporting fees may apply.*

TOTAL \$ \_\_\_\_\_

**METHOD OF PAYMENT:**  CHECK  VISA  MASTERCARD  AM EX

Credit Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name as it appears on card: \_\_\_\_\_  
I authorize PDRS to charge to my credit card the amount indicated above.

**Authorized Signature** X \_\_\_\_\_

**Cancellation Policy:** Please notify PDRS as soon as possible of a cancellation so that your space may be opened to another registrant. All cancellations must be made in writing. Refunds will be given for cancellations requested 21 day prior to the start of training. Credit toward another course will be issued for cancellations made less than 21 days from the start of a course. A \$75 materials and administrative fee may be deducted for cancellations received 5 business days prior to the start of a course.

I accept the terms of the registration and request enrollment in the above selected course(s).

**Registrant Signature:** X \_\_\_\_\_

**RETURN REGISTRATION TO:**

PRIVATE DISPUTE RESOLUTION SERVICES, LLC  
1000 Market Street, Chattanooga, TN 37402  
**OR** Fax: (423) 756-1845