

# MEDIATION DYNAMICS

4424 Longmeadow Way, Fort Worth, Texas 76133

Mark W. Batchelder, J.D. 817-926-5555

Bob Good, M.S., M.A. 817-319-1298

[www.MediationDynamics.com](http://www.MediationDynamics.com)

Email@MediationDynamics.com

## MEDIATION DYNAMICS 40-hour Mediation Training

### PRIMARY INSTRUCTORS:

Mark W. Batchelder, J.D.

Bob Good, M.S., M.A.

### COURSE DESCRIPTION:

The MEDIATION DYNAMICS 40-hour Mediation Training is an Alternative Dispute Resolution course that provides participants with a thorough understanding of the principles, procedures, and practical techniques of dispute resolution through mediation.

The MEDIATION DYNAMICS 40-hour Mediation Training provides “40 hours of classroom training in mediation techniques” as specified by Texas law (Texas Civil Practice and Remedies Code, Section 154.052). Following completion of the course, each course participant will be qualified as a court-appointed mediator able to perform mediation of all types of disputes (except that Texas law calls for additional training for mediation of disputes relating to the parent-child relationship—as frequently seen in divorce and post-divorce cases). The design standards of this course are also appropriate to comply with the mediation requirements of many other states. **This course is designed to satisfy the Texas Mediation Trainers Roundtable’s standards for a 40-hour basic mediation course.**

This course is designed for and targeted to attorneys. Also, professionals from many different disciplines have used this level of training to become qualified mediators who conduct formal mediation sessions. Participants have also used the dispute resolution techniques learned in this training to deal with many kinds of common workplace interactions and dispute situations.

This course has been approved for Minimum Continuing Legal Education credit by the State Bar of Texas Committee on MCLE in the amount of 40 credit hours, of which 3 credit hours will apply to legal ethics/professional responsibility credit. **MEDIATION DYNAMICS is an accredited sponsor, approved by the State Bar of Texas, Committee on MCLE.**

### COLLABORATIVE EMPHASIS:

This course emphasizes the skills needed to facilitate agreement among emotional people who are meeting together in the same room. Participants learn to perform this more difficult “collaborative” or “facilitative” style in addition to the more structured “caucus only” model (in which the disputants are in separate rooms). Qualified mediators should be familiar with and capable of performing different styles of mediation. This course is very well suited to collaborative lawyers, collaborative professionals, human resource managers, supervisors, customer service specialists, and other professionals who need to help resolve confrontations between emotional and potentially hostile people.

**MEDIATION DYNAMICS has been approved as a continuing education provider for licensed social workers by the Texas State Board of Social Work Examiners.**

**COST:**

**\$760.00** per participant, payable in advance by cash, check, money order, or **credit card**.  
(Meals are not included.)

Late registration fee: additional \$50.00 if the application and payment is not received on or before **Friday, March 2, 2012**.

**SCHEDULE: Two Weekends:**

- Day 1: 6:00 p.m. to 9:10 p.m., Friday, March 9, 2012
- Day 2: 8:00 a.m. to 5:30 p.m., Saturday, March 10, 2012
- Day 3: 8:00 a.m. to 5:30 p.m., Sunday, March 11, 2012
  
- Day 4: 6:00 p.m. to 9:10 p.m., Friday, March 23, 2012
- Day 5: 8:00 a.m. to 5:30 p.m., Saturday, March 24, 2012
- Day 6: 8:00 a.m. to 5:45 p.m., Sunday, March 25, 2012

**LOCATION:** The offices of Bob Leonard Law Group, PLLC (not on Longmeadow Way)  
101 Summit Avenue, Mallick Tower Suite 300, Fort Worth, Texas 76102  
The Mallick Tower is on the western edge of downtown Fort Worth near the intersection of W 5th Street and Summit Avenue. There is free parking on the upper level.

(Note: An alternate location in the Fort Worth/Dallas metroplex area may be used depending on the number of participants in the course.)

**COURSE POLICIES:** An applicant who misses the entire course for any reason will receive a full refund of any advance payment collected for that course from that applicant. A course participant who misses a portion of the course will not receive a refund, but will be permitted to make up the missed portion free of additional charge by attending that portion when the course is offered in the future. Other options to make up missed portions of the course may be provided by the instructors for an additional charge.

This course requires a minimum number of paying participants to register for the course. In case of a weather or health emergency which reasonably prevents MEDIATION DYNAMICS from conducting the training on any of the above dates, the dates for the training will be rescheduled. MEDIATION DYNAMICS reserves the right to cancel a course for any reason. If a course is canceled by MEDIATION DYNAMICS, then any advance payment collected for that course will be fully refunded.

**TEXT:** Basic Mediation Training Manual—provided by the instructors.

**METHODS OF EVALUATION:** Course participants will be asked to complete the questionnaire called *COURSE CRITIQUE*. MEDIATION DYNAMICS uses this information to improve the course. Instructors will also prepare a *PARTICIPANT EVALUATION* of the demonstrated ability of a course participant in the practice mediation sessions if requested.

**CERTIFICATE:** After the course is paid for and completed, MEDIATION DYNAMICS will provide a certificate for each participant describing the nature of the training and indicating that the participant is qualified as a court-appointed mediator able to perform mediation of all types of disputes (except disputes relating to the parent-child relationship).

(Revised 1-13-2012)

## MEDIATION DYNAMICS 40-HOUR MEDIATION TRAINING

### Course Content and Subject Matter Outline

#### *Lectures*

Overview of Conflict, ADR Statutes, and Mediation	90 minutes
The Mediation Process	30 minutes
Conducting the Mediation (with 10 minute video and 20 minute video)	60 minutes
Stage I: Opening	60 minutes
Stage II: Emotional Ventilation—Information Gathering	60 minutes
Neutral Communication Skills (with 25 minute video)	60 minutes
Stage III: Clarification of Issues (with 25 minute video)	60 minutes
Stage IV: Negotiation and Generating Options (with 10 minute video)	60 minutes
Stage V: Agreement and Closure	60 minutes
Legal Procedures and Terminology—Personal Injury and Other Case Types	60 minutes
Dealing with Impasse and Use of the Caucus	60 minutes
Administrative Rules and Procedures for Mediation	60 minutes
Maintaining Impartiality: Cultural Sensitivity and Mediating Across Cultures	60 minutes
Mediation Tactics and Complex Situations (with 10 minute video)	60 minutes
Issues in Mediation Practice and Dispute Resolution Systems	60 minutes

#### *Ethics Lectures*

Professionalism—The Neutral Role and Ethical Behavior of the Mediator	60 minutes
Ethical Rules and Guidelines for Mediators	60 minutes
Situations which Present Ethical Issues—Conflict of Interest, Confidentiality, Power Imbalance, etc.	60 minutes

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Lecture Total 18 hours (Including 180 minutes = 3 hours Ethics)	1080 minutes
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#### *Role-Play Experiences*

Structured Experiential Event (SEE)—Practice mediation using the role-play method of training, under the supervision of qualified mediator-instructors	1320 minutes
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Role-Play Experience Total 22 hours	1320 minutes
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Course Total 40 hours	2400 minutes
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**Mark W. Batchelder, J.D.**, is an attorney in Fort Worth, Texas, whose practice areas include collaborative law, family law, adoption, incorporation, wills, trusts, and powers of attorney. He has been a qualified court-appointed mediator and a mediation trainer since 1990. He has mediated many cases involving family disputes, insurance claims, commercial disputes, probate, and other issues—and he has represented many clients who resolved their disputes using mediation.

Mark has taught hundreds of professionals from all fields:

- general mediation
- employment mediation
- family/divorce mediation
- mediation internships and
- peer mediation

As a former adjunct professor at Dallas Baptist University, he helped establish the Conflict Resolution Management program in the graduate business school.

Mark is the President of the board of directors of the College of Texas Mediators and the President of the Tarrant County Association of Mediators (TCAM). He was also a founder, a charter member, and the first President of the Tarrant County Association of Mediators.

His mediation-training clients have included:

- Dispute Resolution Services of North Texas, Inc. (DRS) (Fort Worth)
- Innovative Alternatives, Inc. (Houston)
- General Motors Corporation (Arlington)
- Enserch Corporation (Lone Star Gas) (Dallas)
- Fort Worth Independent School District and
- The Dispute Resolution Center for Potter and Randall Counties (Amarillo)

The Alternative Dispute Resolution and mediation training he has completed include the following:

- 40-hour Mediation Training from DRS
- 24-hour Family Mediation Training from DRS
- Victim-Offender Mediation Training from DRS
- Personal Injury Mediation Seminar from TCAM and DRS
- Criminal Justice Mediation Training from DRS
- Family Law Seminar from TCAM and DRS
- Advanced Civil Mediation Training from DRS
- Advanced Mediation Skills Training for U.S. Postal Service Mediators (REDRESS) and
- Child Protective Services Mediation Training
- 2-day Collaborative Law Training from Chip Rose

Mark received his B.S. degree in Political Science (with a minor in Mathematics) from Texas Christian University in Fort Worth and his J.D. degree from the University of Texas School of Law in Austin.

(Revised 5-27-2009)

**Bob Good, M.S., M.A.**, is a U. S. Army officer (retired) residing in Fort Worth, Texas. From the early 1970's to the mid-1980's, he was involved in negotiations in the international and government arenas.

Since the late 1980's he has:

- for 17 years (1989-2006) served as executive director of Dispute Resolution Services of North Texas, Inc., in Fort Worth, Texas, one of 17 publicly-funded mediation programs in the state;
- performed hundreds of mediations for parties in all types of litigation, for the USDA Agricultural Mediation program, USDA Region 5, the U.S. Postal Service REDRESS program, and privately mediated family and insurance cases;
- trained over 2,500 individuals in all aspects of mediation;
- formerly served as an adjunct professor in the Dallas Baptist University graduate school of business, Conflict Resolution Management program; and
- served as Mediation Clinic Supervisor for Texas Wesleyan University School of Law (Fort Worth).

His mediation-training clients have included:

- Southwest Management Corp. (Midland),
- General Services Administration (Fort Worth),
- Consumer Credit Counseling Service (Dallas),
- Enterprise Foundation (Dallas),
- Enserch Corporation (Lone Star Gas) (Dallas),
- General Motors Corporation (Arlington & Wichita Falls, TX; Shreveport, LA),
- the Texas dispute resolution centers in Amarillo, Corpus Christi, Kerrville and Paris,
- the Texas Municipal Court Training Center, and Texas Department of Mental Health Mental Retardation (both in Austin),
- Weatherford College,
- Fort Worth Independent School District, and
- Fort Worth Housing Authority.

A qualified court-appointed mediator in Texas, he is also a *Practitioner Member* of the Association for Conflict Resolution; a Kansas Supreme Court *Approved Mediator* and *Mediation Trainer*; a member of the Tarrant County Association of Mediators, and the Texas Mediation Trainers Roundtable. He is also a former member of the Texas Association of Mediators, the Tarrant County Bar Association, and the American Bar Association ADR Section.

He has completed over 1,000 hours of training in mediation, arbitration and conflict management, including courses conducted by the Kansas Bar Association; the State Bar of Texas; the U.S. Equal Employment Opportunity Commission (Dallas); the U.S. Postal Service REDRESS program (Fort Worth); the Center for Dispute Resolution (Boulder, CO); the Oklahoma Early Settlement Program; and the Oklahoma Supreme Court.

He holds these degrees: B.S., Journalism, Oklahoma State University; M.S., Counseling, Long Island University; M.A., Management, Webster University, St. Louis, MO.  
(Revised 5-27-2009)

## MEDIATION DYNAMICS 40-HOUR MEDIATION TRAINING AGENDA

DAY/TIME	SUBJECT	PRESENTATION
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**Day 1 (1st Friday)**

6:00 - 7:00 p.m.	Overview of Conflict, ADR Statutes, and Mediation (60 min.)	<i>Lecture</i>
7:00 - 7:05	Break	
7:05 - 7:35	Overview of Conflict, ADR Statutes, and Mediation (cont.) (30 min.)	<i>Lecture</i>
7:35 - 8:05	The Mediation Process (30 min.)	<i>Lecture</i>
8:05 - 8:10	Break	
8:10 - 9:10	<i>Ethics: Professionalism—The Neutral Role and Ethical Behavior of the Mediator (60 min.)</i>	<i>Lecture</i>

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Lecture = 180 minutes = 3.0 hours

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**Day 2 (1st Saturday)**

8:00 - 9:00 a.m.	Conducting the Mediation (w/ 10 min. video and 20 min. video) (60 min.)	<i>Lecture</i>
9:00 - 9:05	Break	
9:05 - 10:05	Stage I: Opening (60 min.)	<i>Lecture</i>
10:05 - 10:10	Break	
10:10 - 11:10	Stage II: Emotional Ventilation—Information Gathering (60 min.)	<i>Lecture</i>
11:10 - 11:15	Break	
11:15 - 12:15 p.m.	Neutral Communication Skills (w/ 30 min. video) (60 min.)	<i>Lecture</i>
12:15 - 12:45	Required break time for lunch (finish eating during next lecture)	
12:45 - 1:45	Stage III: Clarification of Issues (60 min.)	<i>Lecture</i>
1:45 - 1:50	Break	
1:50 - 3:00	SEE* #1 (70 min)	<i>Role-Play Experience</i>
3:00 - 3:05	Break	
3:05 - 4:15	SEE #1 (cont.) (70 min)	<i>Role-Play Experience</i>
4:15 - 4:20	Break	
4:20 - 5:30	SEE #1 (cont.) (70 min.)	<i>Role-Play Experience</i>

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Lecture = 300 minutes = 5.0 hours

Role-Play Experience = 210 minutes = 3.5 hours

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\*SEE - Structured Experiential Event. Practice mediation in the classroom using the role-play method of training, under the supervision of qualified mediator-instructors.

## MEDIATION DYNAMICS 40-HOUR MEDIATION TRAINING AGENDA

<u>DAY/TIME</u>	<u>SUBJECT</u>	<u>PRESENTATION</u>
<b><u>Day 3 (1st Sunday)</u></b>		
8:00 - 9:00 a.m.	Stage IV: Negotiation and Generating Options (w/ 10 min. video) (60 min.)	<i>Lecture</i>
9:00 - 9:05	Break	
9:05 - 10:10	SEE #2 (65 min.)	<i>Role-Play Experience</i>
10:10 - 10:15	Break	
10:15 - 11:20	SEE #2 (cont.) (65 min.)	<i>Role-Play Experience</i>
11:20 - 11:25	Break	
11:25 - 12:30 p.m.	SEE #2 (cont.) (65 min.)	<i>Role-Play Experience</i>
12:30 - 1:00 p.m.	Required break time for lunch (finish eating during next lecture)	
1:00 - 2:00	Stage V: Agreement and Closure (60 min.)	<i>Lecture</i>
2:00 - 2:05	Break	
2:05 - 3:10	SEE #3 (65 min.)	<i>Role-Play Experience</i>
3:10 - 3:15	Break	
3:15 - 4:20	SEE #3 (cont.) (65 min.)	<i>Role-Play Experience</i>
4:20 - 4:25	Break	
4:25 - 5:30	SEE #3 (cont.) (65 min.)	<i>Role-Play Experience</i>
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Lecture = 120 minutes = 2.0 hours		
Role-Play Experience = 390 minutes = 6.5 hours		
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## MEDIATION DYNAMICS 40-HOUR MEDIATION TRAINING AGENDA

DAY/TIME	SUBJECT	PRESENTATION
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**Day 4 (2nd Friday)**

6:00 - 7:00 p.m.	Ethics: Ethical Rules and Guidelines for Mediators (60 min.)	<i>Lecture</i>
7:00 - 7:05	Break	
7:05 - 8:05	Legal Procedures and Terminology—Personal Injury and Other Case Types (60 min.)	<i>Lecture</i>
8:05 - 8:10	Break	
8:10 - 9:10	Ethics: Situations which Present Ethical Issues—Conflict of Interest, Confidentiality, Power Imbalance, etc. (60 min.)	<i>Lecture</i>

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Lecture = 180 minutes = 3.0 hours

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**Day 5 (2nd Saturday)**

8:00 - 9:00 a.m.	Dealing with Impasse and Use of the Caucus (60 min.)	<i>Lecture</i>
9:00 - 9:05	Break	
9:05 - 10:10	SEE #4 (65 min.)	<i>Role-Play Experience</i>
10:10 - 10:15	Break	
10:15 - 11:20	SEE #4 (cont.) (65 min.)	<i>Role-Play Experience</i>
11:20 - 11:25	Break	
11:25 - 12:30 p.m.	SEE #4 (cont.) (65 min.)	<i>Role-Play Experience</i>
12:30 - 1:00	Required break time for lunch service (finish eating during next lecture)	
1:00 - 2:00	Administrative Rules and Procedures for Mediation (60 min.)	<i>Lecture</i>
2:00 - 2:05	Break	
2:05 - 3:10	SEE #5 (65 min.)	<i>Role-Play Experience</i>
3:10 - 3:15	Break	
3:15 - 4:20	SEE #5 (cont.) (65 min.)	<i>Role-Play Experience</i>
4:20 - 4:25	Break	
4:25 - 5:30	SEE #5 (cont.) (65 min.)	<i>Role-Play Experience</i>

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Lecture = 120 minutes = 2.0 hours

Role-Play Experience = 390 minutes = 6.5 hours

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## MEDIATION DYNAMICS 40-HOUR MEDIATION TRAINING AGENDA

<b>DAY/TIME</b>	<b>SUBJECT</b>	<b>PRESENTATION</b>
<b><u>Day 6 (2nd Sunday)</u></b>		
8:00 - 9:00 a.m.	Maintaining Impartiality: Cultural Sensitivity and Mediating Across Cultures (60 min.)	<i>Lecture</i>
9:00 - 9:05	Break	
9:05 - 10:11	SEE #6 (66 min.)	<i>Role-Play Experience</i>
10:11 - 10:16	Break	
10:16 - 11:22	SEE #6 (cont.) (66 min.)	<i>Role-Play Experience</i>
11:22 - 11:27	Break	
11:27 - 12:33 p.m.	SEE #6 (cont.) (66 min.)	<i>Role-Play Experience</i>
12:33 - 1:03	Required break time for lunch (finish eating during next lecture)	
1:03 - 2:03	Mediation Tactics and Complex Situations (w/ 45 min. video) (60 min.)	<i>Lecture</i>
2:03 - 2:08	Break	
2:08 - 3:14	SEE #7 (66 min.)	<i>Role-Play Experience</i>
3:14 - 3:19	Break	
3:19 - 4:25	SEE #7 (cont.) (66 min.)	<i>Role-Play Experience</i>
4:25 - 4:30	Break	
4:30 - 5:30	Issues in Mediation Practice and Dispute Resolution Systems (60 min.)	<i>Lecture</i>
5:30 - 5:45	Evaluation	
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Lecture = 180 minutes = 3.0 hours		
Role-Play Experience = 330 minutes = 5.5 hours		
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**Sample Role-Play Scenario: Personal Injury—Injury by product  
Mr. & Mrs. Leghorn vs. Texas Poultry Corporation (TEXAPO)**

**SITUATION:**

Mrs. Leghorn purchased a Texas Poultry whole fryer from the local grocer. Chicken is one of the favorite food staples of the Leghorn family and Mrs. Leghorn purchased exclusively the Texas Poultry brand. After the last purchase, Mrs. Leghorn discovered something in the cavity of the chicken that was definitely not a part of the chicken. It was a slimy, yellow and dark pink worm-like thing that was twisted into the package containing the neck, heart, giblets, etc. Mrs. Leghorn was horrified and disgusted. She stuffed the chicken, its parts and the thing into a small plastic trash bag and returned it to the grocer. The store manager and the butcher had never seen anything like it before and refunded her money. Mrs. Leghorn could not bring herself to take another chicken. The family had hamburgers that night, except Mrs. Leghorn, who had lost her appetite.

**MR./MS. JARVIS/GERMAINE LILLY, ATTORNEY FOR TEXAS POULTRY CORPORATION (TEXAPO):**

As TEXAPO's attorney, you doubt that Mrs. Leghorn and her attorney can make a very effective case against TEXAPO. However, you understand that the Leghorns are influential people in the community and you have advised your client to agree to mediation.

**MR./MS. MILO/MILDRED MINDERBINDER, TEXAPO VICE-PRESIDENT FOR MARKETING AND DISTRIBUTION:**

TEXAPO sympathizes with the difficulty Mrs. Leghorn and her family has endured over the incident. However, TEXAPO firmly believes that it is not the cause of Mrs. Leghorn's psychological problems. The thing was destroyed by the grocer and could not be analyzed to determine its identity or origin. There were several stages in the processing of the chicken where the thing could have appeared. You feel Mrs. Leghorn is making too largely an issue out of this. You understand that the Leghorns are influential people in the community and you are willing to pay \$5,000.00 for the nuisance value, but you are strongly opposed to anything greater. You are empowered to settle this matter for up to \$50,000.00, but only if you are convinced Mrs. Leghorn will take this matter to a jury trial. You would prefer to avoid too much negative publicity for TEXAPO.

**Sample Role-Play Scenario: Personal Injury—Injury by product  
Mr. & Mrs. Leghorn vs. Texas Poultry Corporation (TEXAPO)**

**MR./MS. HENRY/HENRIETTA HAWKINS, ATTORNEY FOR THE LEGHORNS:**

You, of course, strongly support Mrs. Leghorn in this matter and are representing her and Mr. Leghorn in the lawsuit which you have recently filed. You have advised her to demand \$150,000.00. You have suggested that your clients try mediation to resolve this but to be prepared to testify in court.

**MRS. LEGHORN:**

Ever since discovering the thing in the chicken, you have had trouble sleeping and have been haunted by the image of that thing. You could not get the vision of the chicken and the thing out of your mind. It interferes with your work. When you make love to your husband or attend to your children, it is always there in your mind. You began to see a counselor to help you deal with the psychological trauma you experienced. You have made progress during your six months of therapy, but still have a long way to go. The sessions are expensive, and your medical insurance does not cover psychotherapy. You want TEXAPO to reimburse you for all your counseling expenses, pay for all future treatment required, and compensate you for pain and suffering.

**MR. LEGHORN:**

Nothing is right at home since your wife found the thing in the chicken. You wish that TEXAPO would make things right so that your family can get past these problems. But if the company is not willing to fairly compensate your wife, you support the lawsuit and you are even willing to ask the people in your church and neighborhood association to boycott TEXAPO chicken. Because of the important positions you hold in the church and the neighborhood association, you feel sure that these people would support your family in this effort.

(Revised 4-21-2005)

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## COURSE CRITIQUE

Date: \_\_\_\_\_

*[Please indicate your evaluation by circling the appropriate number, with one (1) being the lowest and five (5) the highest. Please use the space provided for those questions requiring a written response.]*

- |    |  |   |   |   |   |   |
|----|--|---|---|---|---|---|
| 1. | Were the materials in the course adequately covered? | 1 | 2 | 3 | 4 | 5 |
| 2. | Was the time adequate to cover the course?           | 1 | 2 | 3 | 4 | 5 |
| 3. | What areas were most valuable to you?                |   |   |   |   |   |

Least valuable?

- |    |  |   |   |   |   |   |
|----|--|---|---|---|---|---|
| 4. | Were skills demonstrated in class?                     | 1 | 2 | 3 | 4 | 5 |
| 5. | Did communications make sense?                         | 1 | 2 | 3 | 4 | 5 |
| 6. | Were your questions adequately covered?                | 1 | 2 | 3 | 4 | 5 |
| 7. | Were the trainers helpful?                             | 1 | 2 | 3 | 4 | 5 |
| 8. | In what ways were the trainers helpful or not helpful? |   |   |   |   |   |

9. Were any particular trainers especially helpful and in what way?

10. Did you encounter any problems with particular trainers?

Was the problem addressed? How?

11. Which aspects of the training did you find most helpful? *[Circle correct response(s)]*  
Lecture, Demonstration, Video, SEE/Role Play, Written Material, Group Discussion,  
Other:

12. Was the SEE/Role Play time adequate? *[Circle correct response]*  
Too long      Appropriate Length      Too Short

13. Are there any technical changes to the training you would like to suggest?

14. Did the course meet your expectations?      How?

15. Are there any other comments or suggestions you would like to make?

16. If you give your permission for Mediation Dynamics to use your comments in our advertising and promotional material, please check here (Optional): \_\_\_\_\_

17. Signature (Optional): \_\_\_\_\_

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## *PARTICIPANT EVALUATION*

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

PARTICIPANT: \_\_\_\_\_

EVALUATOR: \_\_\_\_\_

SUBJECT/SEE: \_\_\_\_\_

Please grade on a scale of 1 to 5, with 5 being highest or best:

- |    |  |   |   |   |   |   |
|----|--|---|---|---|---|---|
| 1. | Neutrality   | 1 | 2 | 3 | 4 | 5 |
| 2. | Communication Skill  | 1 | 2 | 3 | 4 | 5 |
| 3. | Responsiveness<br>(active listening, body language, mirroring) | 1 | 2 | 3 | 4 | 5 |
| 4. | Note taking / feedback   | 1 | 2 | 3 | 4 | 5 |
| 5. | Use of Caucus  | 1 | 2 | 3 | 4 | 5 |
| 6. | Style  | 1 | 2 | 3 | 4 | 5 |
| 7. | Agreements   | 1 | 2 | 3 | 4 | 5 |
| 8. | Team Work / Co-Mediation (if applicable):                      | 1 | 2 | 3 | 4 | 5 |
| 9. | Comments:  |   |   |   |   |   |

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## MEDIATION DYNAMICS Mediation Training Application

Name as you want it to appear on certificate:

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Name you desire to be called in training:

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Mailing Address:

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Telephone Numbers (cell, home, work, etc.):

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Email Address:

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Occupation and Employer:

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Course (please specify the starting date of the course):

\_\_\_\_\_ MEDIATION DYNAMICS 40-hour Mediation Training

Starting Date: \_\_\_\_\_

\_\_\_\_\_ MEDIATION DYNAMICS 30-hour Family Mediation Training

Starting Date: \_\_\_\_\_

Please mail this completed application along with your payment to:

MEDIATION DYNAMICS

4424 Longmeadow Way, Fort Worth, Texas 76133