



UPDATE

February 2018

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www.langandassociates.net

Serving individuals, communities, business, government, and organizations since 1992

When Conflict Happens...

Custom strategies and programs to support how we live, work and interact

...we have an opportunity to work through those differences in a multitude of ways. Sometimes that effort is anchored in a peaceful, enlightened outcome, and other times the end result only serves to deepen a divide or even lead to violence.

In addition to saving time, money and grief, the mediation process keeps the problem-solving business in the hands of those involved rather than surrendering that power to an arbitrator, judge or jury. As mediators, we are keenly aware that those involved in a conflict, if given a safe and level playing field, are usually the best equipped to develop a practical and workable agreement.

On average, 4 out of 5 mediations produce mutually satisfying, lasting results.

Lang & Associates Educational & Training Services

One-Hour Complimentary Presentation

Provides insights related to the nature of conflict and options for resolving disputes within, for instance, a family, the workplace, or segments of the community.
(for groups of 10 or more)

One-Day Mediation Basics Workshop

An interactive experience designed to increase knowledge and understanding about basic alternative dispute resolution elements, process, application, and benefits.
(6 hours, 6-20 participants, \$250/person)

Four-Day Basic Mediation Skills Training

Customized curriculum focused on the anatomy of conflict, dealing with difficult people, foundational principles of mediation, the power of neutrality, mediator skill development, and crafting agreements.
(24 hours, 12-20 participants, \$1200/person, CEUs available)

MEDIATION At-A-Glance

Different from arbitration:

Mediation relies on the disputing parties to determine their own resolution.

Alternative to litigation:

Mediated agreements are not typically legally binding unless all parties agree to make it so.

Neutral facilitators:

Mediators focus on structure and process and should not provide personal counseling or legal advice.