



◆ **Metropolitan Mediation Services**

(M.M.S.) has offered *mediation services* in the Greater Boston area for over fifteen years. M.M.S. provides services to businesses, government agencies, schools, courts, and social service agencies, as well as individuals from greater Boston neighborhoods and families. We provide *training* to business people, attorneys, judges, mental health professionals, and educators, among many others.

- ◆ M.M.S. mediators and trainers possess a wealth of experience, training and education in mediation and conflict resolution. M.M.S. has a multi-disciplinary staff which includes attorneys, social workers and educators.

Learn more about us or  
register online for training at:  
<http://metromediation.org>

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### **Registration Information**

Register by sending in the form from this brochure along with a non-refundable \$100 deposit by one week before the first day of training.

A maximum of 24 trainees will be accepted on a *first come* basis. Contact MMS Director Joshua Jacks at 617-241-0300 for more information.



Metropolitan Mediation Services  
40 Webster Place  
Brookline, MA 02445-7937



**Metropolitan  
Mediation  
Services**

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# **Mediation Training**

**Jan. 28 to Feb. 7  
2009**

Watch our website  
<http://metromediation.org>  
for future offerings.

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*Metropolitan Mediation Services is offering a 36 hour Certificate Program of training in mediation, an Alternative Dispute Resolution tool for resolving commercial, public policy, and interpersonal disputes.*

Metropolitan Mediation Services  
is funded in part by grants from the  
Boston and Massachusetts Bar Foundations.

## The Training

Participants will receive thirty-six hours of conceptual and hands on training targeted to building the following skills:

- ◆ Understanding the dynamics of conflict
- ◆ Communication skills, such as neutral presentation and active listening.
- ◆ Eliciting and transmitting offers and information.
- ◆ Addressing issues of power and balance.
- ◆ Creating Strategies for Agreement

The training consists of:

- ◆ Demonstration of a mediation for observation.
- ◆ Presentations and discussions about concepts of dispute resolution.
- ◆ Exercises to illustrate and build skills.
- ◆ Nine supervised role play mediations with individual feedback and group debriefings.
- ◆ Large and small group discussions and exercises.
- ◆ Individual evaluation of each trainee.

## Materials

Participants receive a mediation manual, articles, handouts, and, on completion, a certificate of training.

## Dates and Times

Each training fills two evenings and four full days:

*Jan.-Feb. 2009*

Application deadline	Jan. 16	
First evening	Wed. Jan. 28	6:30 to 10:00 PM
Friday and Saturday	January 30 & 31	9:00 AM to 5:00 PM
Second evening	Wed. Feb. 4	6:30 to 10:00 P.M.
Friday and Saturday	February 6 & 7	9:00 AM to 5:00 PM

## The Trainers

**Joan Sokoloff**, MLS, LCSW, is the M.M.S.' founder. She has worked as a mediator in both the public and private sectors since 1986 and currently advises M.M.S. regarding its programs in the Boston Public Schools.

**Joshua Jacks** is Director of M.M.S. He has been a mediator since 1981 and has trained and supervised mediators since 1984. He also teaches for the Graduate Program in Dispute Resolution at UMass Boston.

**Robert Kline**, J.D., is a mediator for M.M.S. and a trainer since 1997. He has taught at Northeastern University and Suffolk University Law Schools. He has mediated disputes regarding public housing, landlord-tenant, and civil court cases.

**Douglas Sweet**, Ph.D., J.D., supervises M.M.S.' court mediators in Newton and mediates Eviction and other Civil cases. He also mediates Equal Employment Opportunity cases. Before attending law school he worked for thirteen years at the U.S. Equal Employment Opportunity Commission.

**Douglas Thompson** is a mediator and facilitator for The Keystone Center, prior to which he worked for many years at the US Environmental Protection Agency. He mediates in Mass. courts, and teaches in the Graduate Program in Dispute Resolution at UMass Boston.

**Melissa Verrochi** oversees Metropolitan Mediation Services' work in the Juvenile Courts, and works with our school peer mediation programs. She is a former Juvenile Program Director, Trainer, and Supervisor for the for the Harvard Mediation Program.

*Other trainers are practicing mediators, many from university, court, state or federal agency programs.*

## Cost

\$725 tuition includes the training, all materials, and Friday and Saturday breakfasts. A non-refundable \$100 deposit is due with each application

## Location

M.M.S. Training Center is at *40 Webster Place, Brookline, Massachusetts* in Brookline Village and is easily accessible by the "D" Green line. There is on-site and street parking. The Village is known for its interesting variety of shops and restaurants.

## Application

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State/Zip \_\_\_\_\_

Phone (h): \_\_\_\_\_ (w): \_\_\_\_\_

E-mail \_\_\_\_\_

Check one:

Jan. 28 - Feb. 7, 2009 Mediation Training

*Write "M.M.S. Med Train 1/09" on the memo portion of your deposit check. Mail this form with your non-refundable \$100 deposit to:*

 *Metropolitan Mediation Services  
Attn: Training Registration  
40 Webster Place  
Brookline, MA 02445-7937*

Telephone: (617) 241-0300

Fax: (617) 734-6385

*Please also send info about this training to:*

Name and contact info of individual or organization for us to notify.