30-Hour Basic Mediation Training • Free with Volunteer Commitment!

Mediation Certificate Course

LOS ANGELES COUNTY
CONSUMER & BUSINESS AFFAIRS

"Learn valuable skills for resolving disputes, in the community, workplace, neighborhood, and home."

Mediators help people resolve disputes by helping them communicate and negotiate more effectively.

This course introduces the core principles and methods of Alternative Dispute Resolution. The Los Angeles County Department of Consumer and Business Affairs (DCBA) is offering a 30 hour basic mediation skills training workshop. DCBA will train volunteers to mediate community and day-of-hearing disputes including landlord-tenant, neighbor-to-neighbor, general disputes, business-to-business, consumer-merchant, billing issues, property damage, workplace, and interpersonal conflicts.

The course will be taught by a group of highly skilled and trained mediators in the field of Alternative Dispute Resolution. DCBA is highly respected by other agencies for our fairness, impartiality, and for our efficient and effective management techniques in the various mediation forums.

30-HOUR WORKSHOP

MON. 08/24/15…..8:00 AM - 5:00 PM

TUES. 08/25/15….8:00 AM - 5:00 PM

SAT. 08/29/15…..8:30 AM - 12:30 PM

10-Hour Practical Component
20 Hours of MCLE for attendees

LOCATION:

Kenneth Hahn Hall of Administration
Conference Room (TBA)
500 West Temple Street
Los Angeles, CA 90012

Training is available to volunteers who attend the entire workshop and make a volunteer commitment to DCBA.

20 hours of MCLE Credit is available for attendees including 3 hours of Elimination of Bias and 1.5 hours of Ethics.

Seats are limited, so please apply for the workshop as soon as possible. Individuals who speak Spanish, Korean and Mandarin are encouraged to apply.

To register or for more information, contact:

Maritza Gutierrez, Program Manager
at (213) 974-9415 or Mediation@dcba.lacounty.gov