**JOIN TMTC AS WE CELEBRATE OVER 32 YEARS OF SUCCESSFUL CONFLICT RESOLUTION AND COLLABORATION!**

***Please join us for a TMTC workshop or event. Check back for updates, or contact us to be added to our email lists (mediation@communityaction.us). Full listings follow, with events organized by date (nearest at the top).***

***TMTC Workshops, trainings:***

* Public workshops: Introduction to Mediation Training (May 2020)
* Mediator workshops: Working with Culture - Mediation Roleplays (Feb. 2020); Divorce/Family Mediation Issues (Mar. 2020); Working with Resistance in Mediation Settings (April 2020).
* Restorative Practices workshops for educators: Cultivating Youth Leadership for Restorative Practices (Mar. 2020)
* Workshops through Holyoke Community College: Introduction to Group Facilitation (Mar. 2020); Supervisors Dealing with Resistance and “No” (Mar. 2020)
* Basic Mediation Training: Fall 2020 (location and dates TBD)

***Through Community Involved in Sustaining Agriculture (CISA):***

**CONFLICT RESOLUTION SKILLS FOR SUPERVISORS   
(Wed.) February 12, 2020 5-8 pm  
Holyoke, MA**

Gain and practice skills that will help you set the groundwork for positive workplace relationships with your farm team starting on day one. Presenter Christopher Sabo of Foxtrot Farm and the Mediation & Training Collaborative will discuss strategies for creating a foundation of effective communication among your crew, increasing your capacity to manage conflict, and maintaining open and accessible communication channels on the farm throughout the season. This session will offer tools to respond to workplace conflict or deal with resistance as a supervisor, as well as proactively build positive relationships and good communication systems with your team well in advance of conflict. The session will also include facilitated peer-to-peer discussion about team-building strategies with your crew and how best to balance relationship-building and production efficiency. Fees: $15 for CISA Local Hero Members, $20 for non-members. More details and registration: https://www.buylocalfood.org/event/conflict-resolution-skills-for-supervisors/

**Mediator Development Program:**

**WORKING WITH CULTURE: MEDIATION ROLEPLAYS**

**(Tues.) February 25, 2020 6-9 pm**

**Northampton, MA**

Join us as we seek to expand our understanding of how to “translate” our basic mediation skills to better fit with different cultural settings. Whether we’re dealing with different ethnicities, class backgrounds, genders, conflict settings, ways of communicating or other factors, mediators need to use self-awareness, a curiosity about other ways of doing and seeing things, and creativity in adapting key principles to better fit the needs of parties and co-mediators … a lifelong journey. Pre-requisite: Basic Mediation Training or equivalent training/experience. Fees are $15 for active TMTC roster mediators\*\* ($10 if SJC-qualified), and $30 for other mediators. Minimum enrollment required to run the workshop.\* Workshop details provided with registration. For more information, call 413-475-1505 or email mediation@communityaction.us.  Registration: <https://goo.gl/forms/M1cR7DNUHcqO1Wtr2>

***Through Holyoke Community College:***

**INTRODUCTION TO GROUP FACILITATION   
(Fri.) March 6, 2020 9-12  
Holyoke, MA**

Helping groups have discussions or make decisions together is a skillset many of us haven’t previously been taught – but we do know what works (and doesn’t) when we are participants in groups. In this workshop we’ll build on what you already know to develop your knowledge and skills of group facilitation. We’ll identify key qualities and roles of a facilitator, practice basic facilitation skills, and discuss how to deal with challenging group dynamics. No prerequisites - additional details will be provided once you register. Minimum enrollment required.\* Fees: $79 by check/money order. For more information, call 413-475-1505 or email mediation@communityaction.us. Registration through TMTC: https://goo.gl/forms/M1cR7DNUHcqO1Wtr2, or HCC (hcc.edu/bce and http://hcc.3dcartstores.com/Career\_c\_2066-2.html).

***Through Holyoke Community College:***

**SUPERVISORS/TEAM LEADERS: DEALING WITH RESISTANCE AND “NO”   
March 20, 2020 9-12  
Holyoke, MA**

“They just won’t budge, they won’t do what they’re supposed to, they don’t do what I tell them to!” If that thought bubble ever crossed your mind as a supervisor, then this workshop may help. Together we’ll share ideas on what works (and what doesn’t), develop approaches and skills that can help, and practice applying what we learn in workplace scenarios. No prerequisites - additional details will be provided once you register. Minimum enrollment required.\* Fees: $79 by check/money order. For more information, call 413-475-1505 or email mediation@communityaction.us. Registration through TMTC: <https://goo.gl/forms/M1cR7DNUHcqO1Wtr2> or HCC (hcc.edu/bce and http://hcc.3dcartstores.com/Career\_c\_2066-2.html).

**Mediator Development Program:**

**DIVORCE/FAMILY MEDIATION: ISSUES AND UPDATES**

**(Wed.) March 11, 2020**

**Northampton, MA**

You told us you wanted time to explore more divorce- and family-related mediation issues, and we heard you! We’ve got a tentative list of topics (finances, any updated rules or guidelines, custody, etc.), and we’ll work with those who register to identify your questions and finalize plans for this workshop. Pre-requisite: Divorce/Family Mediation Training (or equivalent) and related experience. Fees are $15 for active TMTC roster mediators\*\* ($10 if SJC-qualified), and $30 for other mediators. Minimum enrollment required to run the workshop.\* Workshop details provided with registration. For more information, call 413-475-1505 or email mediation@communityaction.us.  Registration: <https://goo.gl/forms/M1cR7DNUHcqO1Wtr2>

**CULTIVATING YOUTH LEADERSHIP FOR RESTORATIVE PRACTICES**

**(Tentative) March 18, 2020**

**(Tentative) South Hadley, MA**

Centering the voices of our students plays a key role in building leadership and empowering youth to express their potential as RP practitioners. This workshop will consist of youth panelists from schools throughout the Valley who will share what youth leadership looks like and what adults can do to elevate and support students at their school site.

Registration: <https://forms.gle/1GcA99DDWYwHtx1U9>

**Mediator Development Program:**

**WORKING WITH RESISTANCE IN MEDIATION SETTINGS**

**(Tentative) April 29, 2020 6-9 pm**

**Northampton, MA**

Parties forcefully repeating their positional statements, no movement in sight and seemingly no directions you haven’t explored … what to do? Join us for this intermediate workshop as we explore resistance in mediation settings, how change happens, and what we can do to support parties move through impasse. Pre-requisite: Basic Mediation Training or equivalent training/experience. Fees are $15 for active TMTC roster mediators\*\* ($10 if SJC-qualified), and $30 for other mediators. Minimum enrollment required to run the workshop.\* Workshop details provided with registration. For more information, call 413-475-1505 or email mediation@communityaction.us.  Registration: <https://goo.gl/forms/M1cR7DNUHcqO1Wtr2>

**INTRODUCTION TO MEDIATION TRAINING   
May 6, 2020 6-8 pm  
Northampton, MA**

If you've ever wondered about becoming a mediator or taking mediation training, this free introductory session is a great opportunity to try it out. We'll cover approaches to conflict, the power of clear communication and good listening, and practice some simple steps for dealing with conflict. Whether you're interested in handling personal disagreements better or managing professional interactions more effectively, this introductory workshop is a good first step. No prerequisites, no fee - additional details will be provided once you register. Minimum enrollment required.\* For more information, call 413-475-1505 or email mediation@communityaction.us. Registration: <https://goo.gl/forms/M1cR7DNUHcqO1Wtr2>

**BASIC MEDIATION TRAINING  
Fall 2020 (Dates, location TBD)**

Borrow from a mediator’s toolkit - express yourself in ways to be heard and to promote understanding, and solve problems so that everyone walks away more satisfied. This training is open to anyone wishing to increase their ability to deal with conflict or help others work through conflict.

This training features lively lectures and discussions, experiential skills practice, and role-plays where you'll get individualized feedback from experienced trainers and coaches. Our participants love the supportive and fun learning environment we create, and they consistently give excellent evaluations for the effectiveness of TMTC's training. Additional details coming soon! (Send us an email at [mediation@communityaction.us](mailto:mediation@communityaction.us) if you’d like to join our mailing list and hear about training details.)

\* *Training Registration Notes: Minimum enrollment required to run this training; space is limited. We will send additional logistical and other details on the event by email a few days prior to the training session. We request that if you register for a TMTC event, you make every effort to attend the event for which you signed up, and that you notify us as soon as possible of any last-minute emergencies that come up. For cancellations within 24 hours of the event, or for no-shows, we reserve the right to charge a $10 cancellation fee for weekday workshops and 10% of fees for longer trainings (Basic Mediation Training, Intensive Mediation Practice, etc.).*

\*\* *"Active" in this context means that someone accepted to TMTC's volunteer roster who has been scheduled to mediate with TMTC at least twice in the last six months*.