MEDIATION is no longer the new kid on the block. Every day, courts use mediation to ease clogged dockets. Business people see that conflict management systems reduce internal conflicts and improve customer relations. More and more, people are hearing that mediation is faster and less costly than litigation, both in terms of money and emotional costs. Mediation results in greater compliance and satisfaction with the outcome.

Find out how mediation would fit in with your career plans. See how having mediation skills would enhance your life. Hear about how mediation would make your current job responsibilities easier and more successful.

Jean Munroe has been a mediator since 1991. In 1998, she was approved by the Tennessee Supreme Court ADRC to train Rule 31 mediators. She has conducted over 100 mediation trainings since 1992, primarily for Rule 21, but also for community mediation groups.

Four Convenient Ways to Register:

Phone: (423) 439-8084 (local) with a credit card
(800) 222-ETSU

Fax: (423) 439-8267

Mail: East Tennessee State University
Office of Professional Development
Box 70559
Johnson City, TN  37614-1707

Online: http://etsuaw.etsu.edu/wconnect/ace/home.htm

East Tennessee State University's
School of Continuing Studies & Academic Outreach
Office of Professional Development
in conjunction with
Jean Munroe Associates

present

Tennessee Supreme Court
ADR Commission Approved

Rule 31
Family Mediation Training

November 14 – 19, 2011
8:30 a.m. –6:00 p.m.
East Tennessee State University
Sherrod Library, Room 309
Johnson City, Tennessee

East Tennessee State University
Office of Professional Development
PO Box 70559
Johnson City, TN  37614
423-439-8084 or 1-800-222-ETSU (3878)
www.etsu.edu/professionaldevelopment
The Tennessee Supreme Court provides specific requirements for training and listing of mediators for court-annexed conflict resolution under Rule 31. Jean Munroe has been approved by the Tennessee Supreme Court Alternative Dispute Resolution Commission as a civil and family mediation trainer. In addition to training, there are educational and experience requirements. Visit www.jeanmunroe.com for further requirements.

Course Content:

**Family Mediation** is a 46-hour course and covers employment, contract, business, personal injury, sexual harassment and community issues. You will learn the requirements of Rule 31, the mediation process, negotiation styles and methods, why and how people make decisions, the basics of neurolinguistics, how to increase your emotional intelligence and how to market yourself as a mediator.

**Crossover** training is available for mediators who have already taken a Rule 31 training.

Should you attend?

If you are an attorney, teacher, social worker, psychologist, executive, building contractor, architect, minister, human resources manager, law enforcement officer, nurse, doctor or hospital administrator, you can benefit by learning mediation skills.

Learn how to:

* Read people and quickly establish rapport
* Create agreement instead of resistance
* Break impasse
* Recognize personality types and their part in conflict
* Mutualize interests
* Identify people's unmet needs that lead to conflict
* Move people from complaining to problem-solving
* Bring about win–win outcomes.

Persons with disabilities who require special assistance or seating at this event are requested to call ETSU’s Office of Professional Development at (423) 439-8084 for details. Persons who require sign language interpreters should contact the Office of Professional Development seven days prior to the event in order to solicit qualified interpreters.

East Tennessee State University is a Tennessee Board of Regents institution and is fully in accord with the belief that education and employment opportunities should be available to all eligible persons without regard to age, gender, color, race, religion, national origin, disability, veteran status or sexual orientation. TBR 170-021-11.2M

East Tennessee State University is a Tobacco-Free Campus. Effective August 11, 2008, all use of tobacco is restricted to private vehicles.

The TBR is an AA/EEO employer.

Registration Form for Family Mediation
or register online at http://etsuaw.etsu.edu/wconnect/ace/home.htm

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<tr>
<th>Name: Last</th>
<th>First</th>
<th>M.I.</th>
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Mailing Address

City     State Zip

BPR# (if attorney)

Daytime Phone   Fax Number

E-mail address

Register me for:

- Rule 31 Family Mediation - Registration fee $1445 - 46-hour class
  Save $100 - Register by October 14, 2011, and 46-hour class is $1345.

- Rule 31 Crossover (must already be listed as Rule 31 Family Mediator to qualify for crossover) - Registration fee $950
  Save $50 - Register by October 14, 2011, and class is $900.

Tuition total: $______________________

- Check enclosed (Made payable to: ETSU)

Or

- Charge to my credit card:
  - MasterCard
  - VISA
  - Discover
  - American Express

Expiration Date  3/4 digit code Billing zip code

________________________________________
Signature