



Please register online  
Website: [centerforvictims.org](http://centerforvictims.org)

You can also call to register  
Phone: (412) 482-3240 x114

## The Cost of Conflict: The skills you need to clarify problems and generate solutions

Conflict is inevitable in any meaningful, productive relationship, organization, or business. Many leading businesses and organizations cultivate an organizational culture of conflict competency. It is estimated that managers spend 20% to 40% of their time addressing conflict in the workplace, and that over 65% of performance problems result from strained relationships, not from deficits in individual employee's skill or motivation.

Center for Victims is the leading provider of conflict resolution training and services. Experienced instructors assist participants in developing the use of cognitive, emotional, and behavioral skills that enhance productive outcomes of conflict while reducing the likelihood of escalation or harm. The results of conflict competence include improved quality of relationships, creative solutions, and lasting agreements for addressing challenges and opportunities in the future. Individuals, communities, and organizations of all sizes in Pittsburgh are discovering the benefit of Center for Victim's trainings.



### Conflict Resolution Training

Cost: \$200

Dates: Monday, July 18 and Tuesday, July 19

Time: 8:30 a.m. – 5 p.m.

Conflict presents opportunity. The conflicts you face in everyday life are opportunities to have constructive conversations, to resolve issues peacefully, and to enhance your interactions with others to have more meaningful and less stressful relationships. During this 15 hour course, participants improve how they perceive and approach conflict. Experienced instructors assist participants in developing cognitive, emotional, and behavioral skills that foster productive outcomes of conflict while reducing negative impacts on personal or professional relationships. Completion of the 15 hours results in a certificate of completion and serves as a prerequisite for participation in the 24-hour Mediation class. Full attendance is required for certificate.

### Mediation Training

Cost: \$425

Dates: Wednesday, July 20 – Friday, July 22

Time: 8:30 a.m. – 5 p.m.

This 24-hour experiential course builds on basic conflict resolution skills to assist participants in becoming proficient in a party-centered, transformative mediation model. If you are seeking techniques and tools to enhance effective communication with and between people, especially your ability to act as a third party for others (such as employees or family members in conflict situations) you will find this course invaluable. Participants learn skills that promote constructive conversation and ways to help people in conflict work out their own solutions.

Conflict Resolution is a mandatory prerequisite to this course.

### Goals of Conflict Resolution and Mediation Training:

- Replace attitudes and styles of ineffective communication with tools and techniques for engaging in conflict effectively and peacefully in everyday life;
- Develop a comfort level with how people express conflict;
- Acquire tools for initiating and facilitating constructive conversation between people or groups of people;
- Learn an orientation, foundational principles and skills for acknowledging, addressing and supporting others in generating options for conflicts that come up in every day circumstances;
- Provide participants with a basic mediation training; and
- Increase people's awareness of constructive alternatives to resolving conflict beyond the use of violence & litigation.

*Teaching and facilitating constructive conversations*

## Unique Trainings, Consistent Results

“As an HR professional, I have found the conflict resolution and mediation training to be very relevant to my everyday work. I often use the techniques learned in the training workshops to manage and resolve workplace conflicts. I have also found the training to be invaluable when coaching managers and supervisors in resolving conflicts. The training is effective, a great value for the investment, and I highly recommend it.”

~ Adam Primi, HR Manager

### HR Managers from FedEx:

“There has been a definite increase in our ability to effectively manage conflict as it occurs in our workplace.”

“We learned how to replace attitudes and styles of ineffective communication with tools and techniques for engaging in conflict so that it is viewed in a positive and productive manner.”

### Health and Human Services supervisors and service providers:

“I experience less stress on the job now that I am more equipped to manage conflict.”

“Having this training provides so many more tools for de-escalating unhappy consumers.”

## Trainers

### Dawn Lehman, MA

Dawn Lehman is the Restorative Justice Coordinator and Trainer for Center for Victims. In this capacity Dawn oversees the Victim Offender Dialogue program and conducts training in Conflict Resolution, Mediation, and Restorative Justice. Dawn has also facilitated prevention and education classes for youth and community members on conflict resolution, mediation, trauma response, cultural sensitivity, and healthy relationships. Previously, Dawn served as the Pittsburgh Mediation Center’s Restorative Justice in Schools Coordinator, providing alternative responses to suspension in area schools. Dawn has had experience with Mediation and Restorative Justice Conferencing at the Pittsburgh Mediation Center, the Community Mediation Center (Harrisonburg, VA) and at Eastern Mennonite University. She holds a B.A. in Social Work and an M.A. in Conflict Transformation.

### Vanessa N. Mayers, MSW

Vanessa N. Mayers is the Community Engagement and Mediation Specialist at Center for Victims, where she provides training and educational programming to schools, workplaces and communities in the areas of violence prevention, trauma, sexual assault, elder abuse, safety planning, and conflict resolution. She also manages the Safety and Supportive Services program for the Allegheny County Housing Authority, City of Pittsburgh providing on-site assessment of needs and making referrals for both CV services and other community-based agencies and organizations. In addition, she is responsible for the daily management and processing of conflict resolution/community mediation cases including serving as a mediator. Vanessa received her MSW with a concentration in Community Practice from Wayne State University in Detroit, Michigan. Before returning to school for her graduate degree, she spent 10+ years in national corporations in human resources as a recruiter and trainer.

**Ellen J. DeBenedetti, M.Ed.** has been a mediator since 1990. She began her career in mediation at a community mediation center and is now a mediator, trainer, and conflict coach in private practice. She also mediates for: Equal Employment Opportunity Commission, United States Postal Service, PA Department of Education (Special Education mediations), Financial Industry Regulatory Authority (FINRA), Key Bridge Foundation (Department of Justice ADA mediations), Transportation Security Administration, UPMC, and US District Court Western Division. From 1997-2010 she was the training coordinator / senior mediator at the Dialogue and Resolution Center (formerly Pittsburgh Mediation Center), where her primary responsibilities include training in Conflict Management, Mediation, Team Building and Diversity issues, conflict coaching, and mediating some of the more complex and multi-party mediations. Ellen has taught mediation and conflict resolution courses at Duquesne University, California University of PA and Carnegie Mellon University. She has been training mediators since 1992. Ellen is on the boards of the Pennsylvania Council of Mediators and The Mediation Council of Western PA. In addition to her career in mediation, Ellen was a special education teacher for 20 years. She views mediation as an opportunity for the people involved to have a constructive conversation and to make decisions about the issues that they face.

## Credits

Our agency is an approved provider of:

Type of Credit	CLE	CEU	Act 48	PCCD
Conflict Resolution	14 (9.5 sub/4.5 ethic) Additional Cost \$21	24	24	7.5
Mediation	22 (21 sub/1 ethic) Additional Cost \$33	24	24	8

## Training and Registration Information

Training Programs are held at Center for Victim’ offices in the East Liberty neighborhood of Pittsburgh (corner of Penn Avenue and Whitfield Street). Metered street parking and metered lot parking is available. Casual dress is acceptable.

Registrations are due two weeks prior to the training program. Full payment is due five business days prior to the start of training and can be made by either check or credit card. **No refunds for cancellations**, credit is given toward future trainings.

Please register online at [www.centerforvictims.org](http://www.centerforvictims.org) and click on “Professional Development” under “Advocacy and Education.” For more information or to register by phone, call 412-482-32400 x114. Please make checks payable to Center for Victims.

**Center for Victims**  
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