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FOR IMMEDIATE RELEASE

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Mediators...Communicate, Understand and Direct Difficult Behavior

Bloomfield Hills, Michigan...OMC offers the "*Communication, Understanding and Redirecting Difficult Behavior*," a one-day, advanced mediation workshop to mediators who have previously completed a 40-hour SCAO Approved Mediator Training. Participants will spend the day learning how to give clear directions and explanations, evaluate how well they communicate and connect with those they are working with to instill trust in the mediator as well as cooperation in the process. Participants will also learn to identify "Non-Productive" goals of behavior that may be demonstrated by difficult participants in mediation as well as gain the skills to redirect their behavior to that of calm and cooperation.

The training will be held on Monday, October 17, 2011 from 8:30am to 5:00pm at the Oakland Mediation Center located at 550 Hulet Drive, Suite 102, Bloomfield Hills, MI 48302. The cost of the training is \$295 or \$195 for CDRP volunteers and ADR graduate students. Fee includes course materials, continental breakfast, lunch, snack and certificate of completion.

This workshop is for any trained mediator who seeks to enhance their existing skill set or needs to fulfill the circuit court mediator requirement of eight hours of advanced mediation training every two years.

This training will be delivered by Barbara Hosler, owner of The Center for Life Enhancement. She is an educator, trainer, facilitator, coach, and author. For the past 20+ years, she has been working with people of all ages sharing her insights and knowledge at conventions, in corporations, classrooms, and PTOs and has been a guest on several radio talk shows. Barb is a Certified Parent Educator and Trainer with the International Network for Children and Families. She continues to motivate and encourage people to grow beyond what they believe possible through teaching such personal growth courses. She has had the pleasure to teach these courses not only in the United States, but in Israel and Spain as well.

"OMC's mission is to help the community peacefully resolve conflict through mediation and education," said Bonnie Hanes, OMC Executive Director." "This training offers an advanced approach for mediators looking to improve upon their technique." For more information about this training, contact Camelia Ureche, General Manager at cureche@mediation-omc.org or 248-338-4280, ext. 211.

Oakland Mediation Center is a private non-profit organization that has served the community since 1990 by providing mediation and education services for mediators, individuals, businesses, courts, schools and agencies. OMC contributes to a civil society by improving the workplace environment and increasing productivity and keeping kids in school so they can achieve educational success.