



Mediation Training

Kenneth Cloke conducts four-day trainings each spring and fall, designed for beginning, intermediate and advanced mediators who are interested in improving their conflict resolution skills. The training consists of the following core elements:

- Day 1:** Overview of historical, psychological, legal, social, systemic and spiritual aspects of conflict, and avenues to resolution. Includes communication skills, story-telling, listening techniques and an eight-step mediation process.
- Day 2:** Responding to intense emotions, techniques for handling anger, fear, grief, guilt and shame; eliciting interests; collaboratively negotiating agreements, caucusing, resolving cross-cultural conflicts; and ethics, values and limits.
- Day 3:** Overcoming impasse, addressing power imbalances, reducing resistance to settlement, working with groups and confirming commitments. Mediating organizational, workplace, divorce, family, legal and public policy disputes.
- Day 4:** Establishing a mediation practice, coaching, conflict resolution systems design, resolving complex multi-party environmental and political disputes, designing rituals, reaching closure, opening heartfelt conversations, reaching forgiveness and reconciliation, dialogue, and resolving international conflicts.

Classes are practical and highly interactive. They begin at 9:30 am and end at 4:30 pm, at the *Center for Dispute Resolution* at 2411 18th St., Santa Monica, CA 90405 (310) 399-4426. Each participant receives a Mediation Certificate on completion of the training, and a Training Manual that includes basic techniques and forms that are useful in starting a mediation practice. Costs are \$250.00 per class or \$1000.00 for the series.

Please contact Kenneth Cloke at kcloke@aol.com, or kencloke@gmail.com for dates.

_____ Please send me dates for the next course. My email is: _____

_____ I would like to attend the next course. Enclosed is \$1000.00.

_____ At this point I plan to attend 1 or 2 class(es) on day(s) ____ .Enclosed is \$250.00.

_____ Sorry I am unable to attend. Please send me information on future trainings.

_____ Please send me the CDR Training Manual. Enclosed is \$25.00.

_____ Please send me a copy of *The Crossroads of Conflict: A Journey into the Heart of Dispute Resolution* (\$30.00 including shipping), or any of the books listed below.

Name: _____

Address: _____

City, State Zip: _____

Phone: (____) _____ Email: _____

Books by Kenneth Cloke

Mediating Dangerously: The Frontiers Of Conflict Resolution, (\$35.00) [Jossey-Bass/Wiley](#) (2001) ISBN: 0-7879-5356-3 *"If you want to stretch your thinking about the art of mediation, Ken Cloke's new book is for you. Mediating Dangerously is packed with enough thought-provoking ideas for ten books."* William Ury, author, *The Third Side: Why We Fight and How We Can Stop*.

The Crossroads of Conflict: A Journey Into the Heart of Dispute Resolution, (\$32.95) Janis Publications (2006) ISBN: 0-9734396-9-6 *"... a treasure trove of profound insights and practical wisdom about understanding, addressing, transforming and transcending conflict. It will enrich and inspire, and even empower, not only mediators, but anyone who works with conflict, professionally or personally."* Leonard L. Riskin, University of Missouri-Columbia School of Law.

Conflict Revolution: Mediating Evil, War, Injustice, and Terrorism, (\$32.50) Janis Publications (2008). *"There is no one -- NO ONE -- more deeply versed in conflict resolution, locally and globally, personally and professionally, privately and politically, than Ken. Take his trainings, read his books, hear him speak, participate in his endeavors. I can count on one hand the number of people who have profoundly influenced my life, my career and my course. Ken is one of them. A tough and realistic intelligence coupled with an enormous and generous heart."* Victoria Pynchon, author of *Success as a Mediator for Dummies*

The Dance of Opposites: Explorations in Mediation, Dialogue and Conflict Resolution Systems Design, (\$27.95) goodmedia publications goodmediapress.com (2013) ISBN: 0-????-???? *"Few people today approach conflict with the wisdom and grace of Ken Cloke. Far fewer possess the ability to provide a clear and detailed roadmap for resolution and transformation."* Laurel Kaufer, Founder of Mississippi Mediation Project

Books by Kenneth Cloke and Joan Goldsmith

Thank God It's Monday! 14 Values We Need to Humanize the Way We Work (\$24.95) McGraw Hill (1997) ISBN: 0-7863-1096-0 *"Three words used most often in this book- team, human, resolution-describe Joan and Ken. It is their team approach, their basic humanity and love of life and their true desire to resolve conflict that makes them and this book so effective."* Peter Schneider, President Walt Disney Feature Animation.

Resolving Conflicts At Work: A Complete Guide For Everyone on the Job (\$25.00) Jossey-Bass/Wiley (2000) ISBN: 0-7879-5481-0 *"Learning how to resolve conflict is key to business success. This book is a valuable guide to solving problems at all levels of organizations... Practical and inspiring."* Jerry Cooper, Executive Vice President, Showtime Networks, Inc.

Resolving Personal And Organizational Conflict: Stories Of Transformation & Forgiveness (\$34.95) Jossey-Bass/Wiley (2000) ISBN: 0-7879-5060-2 *"A CLASSIC! Full of timeless insights into highly sophisticated mediating. The stories are told in detail, so that moves and responses by the parties and the mediators are apparent. The mediator's exquisite sense of timing and respect for the parties combine to produce often astonishing results. Essential reading for experts as well as novices."* Barbara Ashley Phillips, author, *Finding Common Ground* and *The Field Guide to Mediation*.

The End of Management and the Rise of Organizational Democracy (\$26.95) Jossey-Bass/Wiley (2002) ISBN: 0-7879-5912-X *"A book that is bristling with wisdom and practical advice. There is not a stale or tired thought on any page. In short, the authors have produced a very important book, one that promises to change the entire foundation of what we have wrongly taken as management."*

Ian I. Mitroff, Harold Quinton Distinguished Professor of Business Policy, Marshall School of Business, University of Southern California.

The Art of Waking People Up: Cultivating Awareness and Authenticity At Work (\$26.95) Jossey-Bass/Wiley (2003) ISBN: 0-7879-6380-1 *"Cloke and Goldsmith have created a blueprint for organizational revitalization, renewal and regeneration."* Warren Bennis, Distinguished Professor of Business Administration, Marshall School of Business, University of Southern California.

Resolving Conflicts At Work: Eight Strategies For Everyone On The Job, (\$17.95) Jossey-Bass/Wiley (Revised 2nd Edition, 2005) ISBN: 13978-0-7879-8024-5 *"The brilliance of this book is that its lessons apply in any workplace setting."* Blenda Wilson, President and CEO, The Nellie Mae Foundation.

Resolving Conflicts At Work: Ten Strategies For Everyone On The Job, Jossey-Bass/Wiley (3rd Ed., 2010) *"Cloke and Goldsmith provide powerful insights, effective strategies, and powerful tools for handling conflicts in today's workplaces."* Lance Dublin, CEO, Dublin Consulting.