

DEPARTMENT OF CONSUMER AFFAIRS
STAFF/VIP TRAINING WORKSHOP



CONFLICT RESOLUTION SKILLS AND MEDIATION TRAINING

Get your mediation certificate in three weeks! Join us at our "36 Hour Certificate Program" to learn about dispute resolution. This interesting and dynamic program is free to qualified volunteers and approved staff. Debra Williams, Program Manager, will be the trainer for this informative workshop.

Where:	Department of Consumer Affairs Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012			
When:	Friday,	February 15, 2008	8:30 – 5:00	Room 743
	Thursday,	February 21, 2008	8:30 – 5:00	Conference Room (In Cafeteria)
	Friday,	February 22, 2008	8:30 – 5:00	Room 743
	Tuesday,	February 26, 2008	8:30 – 5:00	Room B-83
	Friday,	February 29, 2008	8:30 -- 5:00	Room 743

Our Dispute Settlement Services (DSS) division handles approximately 1,000 cases per year. The cases vary from landlord/tenant, neighbor to neighbor, and business-to-business disputes. This workshop will offer you an invaluable opportunity to learn more about:

- ❖ Solving problems and resolving disputes
- ❖ Turning conflict into an opportunity to collaborate
- ❖ Reducing stress and tension
- ❖ Understanding cultural differences
- ❖ Enhancing communication and trust

Don't miss this opportunity to learn about this division and the services it provides. This program meets the State of California Dispute Resolution Program Act (DRPA) curriculum and hour requirements. An additional 100 hours of practical training is available to all participants following completion of this course.

I encourage you to attend to what promises to be an excellent workshop. Please contact me at Debra Williams at (213) 974-9415 or via email at dwilliams@dca.lacounty.gov, by February 8, 2008 to let her know if you will attend the training. I look forward to seeing you there!

Remember to SAVE THE DATE: FRIDAY, FEBRUARY 15, 2008