

Alternative Resolutions, LLC and Joyce Mitchell & Associates, PC

40-hour Basic Mediation Training

October 25-29, 2010

Downtown Silver Spring, MD

Who We Are:

Joyce Ann Mitchell and Ellen Kandell are experienced attorneys, mediators, trainers and adjunct college professors. They are featured on a 2009 segment of the Montgomery Cable Community TV show, “Law School for the Public” sponsored by the Bar Assoc. of Montgomery County MD, various national and local training videos and hold leadership positions in the legal and ADR communities.

In addition to her extensive mediation and legal experience, Joyce is an arbitrator in the District of Columbia and Maryland and nationally with two ADR organizations. She is certified as a mediator by the states of Virginia and North Carolina and on the mediator rosters of the various courts of suburban DC/MD, the Equal Employment Opportunity Commission and several other Federal agencies. Joyce is an Adjunct Professor at the Columbus School of Law at Catholic University. There she teaches negotiation, mediation and arbitration techniques. Her legal practice is in the areas of business, construction, employment and labor law.

Ellen is the President of Alternative Resolutions, LLC. Her mediation training is from Harvard Law School. She has mediated and arbitrated cases for metropolitan area law firms, numerous federal agencies and the National Arbitration Forum. She is on the mediation rosters of numerous Maryland Circuit Courts, and federal and county agencies. She is certified by the Maryland Council for Dispute Resolution. A majority of her mediation experience is in the area of workplace and EEO. She is an Adjunct Professor at University of Maryland University College and in the graduate human resources management program at Catholic University of America where she teaches courses in negotiation and conflict management.

Course Format:

The training format is very dynamic and includes extensive use of role plays, exercises and simulations. Role plays are selected to compliment the subject matter areas of the participants. Each trainee will have an opportunity to practice skills and be observed and critiqued multiple times. The training meets the requirements of Maryland Rule 17-106 for court appointed mediators. Experienced senior mediators will assist with coaching and critiques. The cost includes breakfast and lunch, training

materials, professional resources and a certificate of completion.

Comments from Past Participants:

"More than excellent, the best course I have had in a very long time. Learning was presented in such a comfortable and organized way that made learning the skills easy". "You both created a safe and inviting environment, encouraged all participants and asked us to work hard" "Joyce and Ellen were very accessible and approachable and never made us feel incapable" " I particularly was impressed with the methods of teaching a disparate group to work together to learn a new skill, especially when we came with different professional backgrounds." "I would recommend this training with these trainers to anyone seriously interested in the profession". "The training was very effective. I believe this is largely due to the instructors who were clearly concerned about full understanding of the basic concepts of this course".

EARLY BIRD REGISTRATION: \$1175, IF paid by September 25, 2010; a \$150.00 deposit will hold your place and the balance of the fee is due by October 11, 2010.

FULL REGISTRATION: \$1275 thereafter. Contact us regarding group discounts for three or more. See our Registration Information at www.alternativeresolutions.net. We have Pay Pal. Questions? Call Ellen @ 301-588-5390 or Joyce @ 301-589-7113.

Send a check, payable to Alternative Resolutions, LLC and the information requested below to:

**Alternative Resolutions, LLC
2026 Glen Ross Road
Silver Spring, MD 20910-2123
www.alternativeresolutions.net**

Name: _____

Title: _____

Organization/Company: _____

Address: _____

Phone/Fax/E-mail: _____