



**2nd Annual Shared Neutrals Fall Mediator's Training  
October 19th & 20th, 2004  
9:00 am to 4:30 pm  
Water Resources Education Center - Vancouver, WA  
Located on the Columbia River**

Please join us for two days of skill building for mediators with Betsy BeMiller of Workplace Resolutions & Dispute Resolution Systems in Seattle, WA

Betsy's background includes more than two decades of work with hundreds of organizations. She has marketed, trained, facilitated, mediated and consulted in quality improvement, leadership, communication, conflict resolution and organizational development processes. Betsy will be providing training on developing and facilitating group conflict intervention. Specifically, she will be using an 8-stage Mediation Model that provides an excellent foundation for working with groups in conflict.

In addition, on Tuesday the 19th we will be inviting mediators, managers, and liaisons from member agencies to join us for a session on *Crucial Conversations* from 9:00 am to 11:00 am. This workshop provides an overview of a clear, practical, accessible "how-to" model based on the book, *Crucial Conversations: How to Talk When the Stakes are High.*

So please mark your calendars and reserve your spot by sending an email to Karin Waller at [ofeb@pcez.com](mailto:ofeb@pcez.com). For more information on Betsy BeMiller visit her website at [www.workplace-resolutions.com](http://www.workplace-resolutions.com)