



# Business Mediation Training Workshops

**Monday, Feb. 29–Friday, Mar. 4, 2016**  
Björklunden, Lawrence University  
Baileys Harbor, WI

Designed for anybody who works with people, these workshops teach communication skills that help others resolve conflict. The process recognizes that each disputant is the expert of his or her conflict and has some responsibility for resolving it.

## LEARN HOW TO

- **Navigate** your own conflicts with more confidence and success
- **Listen** for what people are trying to say (despite the words they use)
- **Communicate** in a way that respects diverging opinions
- **Transform** conflict into opportunities for improved employee potential and organizational growth

For more info and to register  
visit [go.lawrence.edu/bmtw](http://go.lawrence.edu/bmtw)

## Business Mediation Training 101

**FEB. 29–MAR. 2, 2016**

Participants will learn the basic steps of mediation and the invaluable communication skills that mediators use to facilitate understanding between people who have been unable to resolve their conflict for themselves. This training will provide insight into the reasons we so often feel attacked by somebody expressing a different opinion and how to transform the expression of those different perspectives from an escalating problem into an opportunity for improved relations and productivity. Participants will learn how to role model respectful communication in difficult situations and will learn how to use those challenging opportunities to engage in conversations about how to create a more thoughtful and rewarding future for everybody involved.

## Business Mediation Training 102

**MAR. 3–4, 2016**

Participants will be able to practice applying the skills they learned in Business Mediation Training 101 by mediating a mock dispute. By applying these skills (and learning from their peers and receiving coaching throughout), participants will gain the confidence to use them in their own workplace and will have a deeper appreciation for the difference these skills can make in seemingly-intractable conflicts. In addition, participants will learn how to identify and prevent workplace bullying. Bullying is a unique form of conflict. It is often traumatizing for the victim, misdiagnosed by Human Resources and poorly handled by managers.



## Instructor

**LAURA C. SMYTHE, M.A., M.A.,**

**J.D.** is an attorney, professor and owner/founder of Communication Connections, LLC. She is also the former executive director of the

Mediation Center of Greater Green Bay. Smythe has decades of experience helping organizations identify and manage internal and external challenges in order to ensure quality of service and to improve employee morale and retention. She helps leaders and businesses to create conflict management policies that are built on respect, transparency and honesty. She has mediated a wide variety of conflicts for over eighteen years and she teaches undergraduate and graduate students about conflict management, organizational leadership and culture, and managing change. Smythe serves on the board of the National Association for Community Mediation which supports over four hundred community mediation centers in the United States, and on the board of the Dispute Resolution Section of the Wisconsin State Bar. She provides trainings across the country and internationally, and is inspired by working with disputants in challenging and diverse environments. Learn more at [www.communicatebetter.net](http://www.communicatebetter.net).



**BJÖRKLUNDEN**  
LAWRENCE UNIVERSITY