

Kansas City  
July 12-13

Tampa Bay  
August 5-6

Hartford  
August 16-17

Anchorage  
August 30-31

Las Vegas  
September 16-17

Washington DC  
September 20-21

"Mediation at Sea"  
Caribbean Cruise  
November 13-20

# Certification Conferences

# in Managing Workplace Conflict

Approved for CEU's by SHRM, EAPA, and other accrediting authorities

Enter CCA# 4501 on your  
registration form and subtract  
\$50 from regular cost



## track 1. Train the Trainer

For internal HR staff and external training consultants

Certificate: "Certified Trainer of Managing Workplace Conflict"

## track 2. Train the Manager

For managers, supervisors, and team leaders

Certificate: "Certified Manager of Workplace Conflict"



Dan Dana, Ph.D.  
"The Conflict Doctor"

## track 3. Train the Professional

For coaches, consultants, HR professionals, counselors, EAP staff,  
labor union officials, ombuds, mediators, attorneys, dispute resolvers  
and facilitators

Certificate: "Certified Professional in Managing Workplace Conflict"



For details, visit us on the web at:

[www.mediationworks.com/123/certify](http://www.mediationworks.com/123/certify)

[certify@mediationworks.com](mailto:certify@mediationworks.com)

1.800.DR.CONFLICT (372-6635)

