

Mediation Services

CNDR provides mediation services to governmental agencies to assist with both internal and external conflict. Disputes emerge between managers or supervisors and subordinates, employees and other employees, or between employees and the public. Services can be provided on a fee for service basis, contractually, and, under certain circumstances, for minimal or no compensation by associating with our Mediation Clinic.

Coaching Services

Often, individuals have difficulty in working and communicating with others in an effective manner. We offer "conflict coaching" to individuals to help them communicate in a way that fosters good working relationships as well as productive cooperation. Coaching can help you identify which of your communication strategies work and which need to be modified.



Center for Negotiation & Dispute Resolution

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**UC Hastings College of the Law
Center for Negotiation and
Dispute Resolution**

Training, Mediation and Coaching Services



www.uchastings.edu/cndr

University of California, Hastings College of the Law Center for Negotiation and Dispute Resolution

Training, Mediation and Coaching Services

The UC Hastings Center for Negotiation and Dispute Resolution (CNDR) assists governmental entities in working with the public they serve. Conflicts between members of the public and the government do not have to end in legal battles. There are skills and techniques that government employees can use to be more effective and responsive in dealing with the public in different contexts, including regulation, law enforcement, and provision of ser-

vices. These skills can enhance a public entity's image and improve relationships both between the public and the government and among government employees. CNDR has provided well-received dispute resolution services to the California Public Utilities Commission, the State Superior Court, the City and County of San Francisco and the California Department of Industrial Relations.



Training Services

Negotiation

Negotiation is the art of working with other people to get what you want. While most people assume a win-lose outcome, many situations can be resolved by finding solutions that work for everyone. Negotiation training teaches you techniques for working collaboratively to create and implement mutually beneficial resolutions to seemingly intractable conflicts. Our negotiation trainings are practical, incorporating basic theory into hands on learning. Skills taught in the training include:

- Identifying the underlying causes of conflict and strategies to address them
- Learning how conflict management styles impact negotiation outcomes
- Planning for success
- Learning bargaining techniques and when to use them
- Dealing with difficult bargainers
- Structuring an effective negotiation process
- Working with ethical issues
- Addressing cultural issues
- Dealing with cognitive and other barriers to negotiation success



Mediation

Mediation training teaches you how to help parties in conflict find mutually agreeable solutions to their disputes. Mediators take a neutral role and help parties find their own solutions, rather than developing solutions for them. Mediators assist parties by helping them to determine and communicate their underlying interests and needs, not only their stated positions. Listening, promoting understanding, and seeking creative solutions are key components of the mediation process. Mediation training promotes skill development through hands on practice, exercises and role plays. Mediation principles and skills taught in the training include:

- Understanding conflict and the mediator's role in addressing it
- Structuring an effective mediation process
- Gathering information and identifying issues
- Helping parties generate options for settlement
- Using caucuses to deal with resistance and to move bargaining forward
- Techniques for eliciting and transmitting offers
- Active listening and addressing emotions
- Dealing with impasse
- Mediation ethics, law and policy issues
- Cultural considerations



Facilitation

Facilitation is the art of working with groups, including seeking solutions for multi-party conflicts and providing a process for meetings or decision-making. Facilitation training can help you resolve conflicts and run meetings effectively and efficiently. Facilitation training includes instruction in:



- Assessing conflict situations and designing appropriate processes to address them
- Dealing with group dynamics
- Conducting a meeting to invite effective discussions, full participation and party buy-in
- Addressing communication breakdowns, and obstructive and destructive behaviors
- Dealing with coalitions and power issues constructively
- Problem solving as issues arise
- Group decision-making
- Ethical, historical and cultural factors in group processes

Difficult Situations

Public sector employees often face angry and resistant people. Learning to deal with the public in an effective way can be easier with interpersonal skills that allow for productive communication. Gain perspectives and techniques to help you overcome barriers to communication and understanding. In this workshop, you learn to:

- Use techniques to promote effective communication and good relationships



- Address another person's issues without blaming or judgment
- Deal with high emotions and sensitive personal concerns that can undermine healthy relationships
- Develop perspective on your own needs and interests, as well as those of others
- Express your feelings and thoughts in a way that works to improve relationships

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