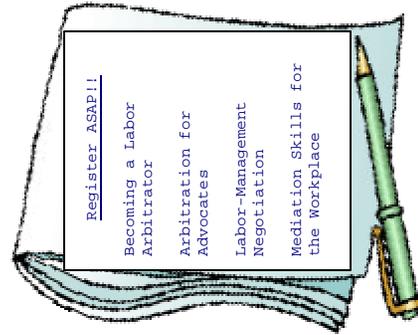


FMCS Institute for Conflict Management
2001-6th Avenue Suite # 1100
Seattle, WA 98121



2004 Courses

FMCS Institute for Conflict Management



PUTTING THEORY INTO PRACTICE

www.fmcs.gov

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Registration Form

Course	Location	Qty	Price	Subtotal
Total:				
Participant Information				
Name				
Address				
City		State		Zip
Phone		Fax		
E-mail Address				
Check here for Becoming Labor Arbitrator materials. ? (see page 5)				
Method of Payment:		Account Number		Expiration
? MasterCard				
? Visa				
? Enclosed Check				
Billing Address				
Signature				

The Institute follows the following cancellation policy: **Cancellations received more than 7 days in advance will be refunded the full amount less a \$50.00 processing fee. No-shows and cancellations received less than 7 days before the seminar are not eligible for a refund. Substitutions may be made at any time.**

You may also register online at:
<http://www.fmcs.gov>

2004 Institute Courses

Mediation Skills
Columbus, OH - June 14-18, 2004
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Labor-Management Negotiations
Washington, DC – July 26-30, 2004
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Arbitration for Advocates with Special Federal Track
Washington, DC - March 17-19, 2004
Page 4

Becoming a Labor Arbitrator
Boston, MA - April 19-23, 2004
Seattle, WA - November 1-5, 2004
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Arbitration for Advocates
Clearwater, FL - September 29 - October 1, 2004
Anchorage, AK - July 14-16, 2004
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Special training courses
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Please visit our website for information and registration
<http://www.fmcs.gov/fmcsinst/>

Training for Labor/Management and Problem-Solvers

The Institute for Conflict Management is the FMCS department responsible for client-focused training in mediation, arbitration, workplace violence prevention, negotiations, and organizational development.

The Institute Charter

The Institute for Conflict Management is a critical component of the FMCS effort to share best practices in communication, organizational change, and improved labor management relations.

By offering unique courses in a variety of workplace subjects, customers' particular requirements receive special attention. Working with academic partners, the Institute presents the latest in conflict management theories and puts them in to practice.

Who Uses the Institute?

Most courses draw participants from both labor and management in a wide array of industries.

Courses are offered at locations across the country, in a safe atmosphere, in which openness and experimentation are encouraged. Consequently, the ability to work together develops in ways not possible in traditional work settings. Employees return to their places of work with real skills from veteran practitioners. Train-the-trainer components can be integrated into the curriculum.

What Does the Institute Teach?

Current FMCS Institute courses include training in: basic mediation, advanced multi-party mediation, labor relations processes and partnerships, collective bargaining, dispute resolution skills, becoming a labor arbitrator, arbitration advocate skills, workplace violence prevention, and coping with grief in the workplace.

Pricing for the courses is very affordable and group/multiple course discounts are available. Many courses are approved for CLE credit for attorneys.

Mediation Skills for the Workplace

Dealing effectively with conflict in the workplace has become a critical function in all organizations. Employers and employees are increasingly turning toward mediation to avoid costly and time-consuming litigation. Mediation has been successfully applied to many types of workplace disputes, including grievances, EEO complaints, superior /subordinate problems, and peer conflicts.

This workshop focuses on the mediation process and skills required to be successful. Facilitating difficult conversations, creative problem-solving interpersonal negotiations and communication will all be covered. The course will not include substantive or statutory issues.

Highly interactive, with specially designed role-plays reflecting a variety of workplace conflicts, "Mediation Skills for the Workplace", prepares your organization for collaborative problem solving.

This training includes:

- Understanding negotiations in the mediation process
- Introduction to mediation fundamentals: protocols, caucuses, and side-bars
- Tools and techniques of mediation
- Ethical considerations in workplace mediation

Upon successful completion of this course, participants will receive an FMCS Certificate of Training.

Cost: \$700.00 (\$600.00 Early bird until May 14, 2004)

The Institute will offer discounts for multiple registrations from the same organization

Faculty:

Lynn Sylvester, FMCS Commissioner, Washington, DC
George Albu, FMCS Commissioner, Columbus, OH

This class will be limited to the first 35 registrants.

June 14-18, 2004
 Embassy Suites Hotel-Columbus
 2700 Corporate Exchange Drive
 Columbus, OH 43231
614-890-8600

In addition to the courses listed in this brochure, the Institute for Conflict Management is proud of its ability to customize courses for specific clients based on their particular needs and cultural demands.

In previous years, the Institute has also offered courses in the following areas and is prepared to do so for clients again upon request:

These special training courses include:

- Facilitation Skills (Basic and Advanced)
- Multi-Party Mediation (Advanced)
- Advanced Communication and Leadership Skills
- Organizational Briefings and Presentation Skills
- Workplace Communication Across the Generations
- Workplace Violence Prevention

Make use of the FMCS Institute for Conflict Management to move beyond your personnel problems . If your organization is looking for ways to improve its internal customer relations, manage conflict better, and develop along its core values of putting people first, then consider calling our nation's mediators for assistance.

We bring over 55 years of real-world, creative experience to service for you– Putting theory into practice on your behalf.

Arbitration for Advocates

This powerful three-day program is designed to enhance the arbitration skills of experienced labor relations practitioners--union business agents and stewards, personnel managers and analysts, and attorneys--for both labor and management. Private and public sector representatives will both benefit.

Those attending also will participate in a mock arbitration of a complex case that raises discipline and contract interpretation issues. The faculty will include members of the National Academy of Arbitrators. Registrants will receive course texts and a specially compiled set of arbitration practice guides.

This training includes:

- Educating the arbitrator prior to hearing
- Opening the case with a winning statement
- Proving negotiating history and past practice
- Making and responding to evidentiary objections
- Examining witnesses
- Relying on external law to strengthen your position
- Seeking and opposing uncommon remedies
- Crafting effective closing arguments and post-hearing briefs

Upon successful completion of this course, participants will receive an FMCS Certificate of Training. **This class will be limited to the first 35 registrants.**

Cost: \$750.00 (\$650.00 Early bird until June 14, & August 29th, 2004 for each course respectively) *The Institute will offer discounts for multiple registrations from the same organization*

Faculty:

Margaret R. Brogan, Course Designer, Arbitrator/Mediator (Narberth, PA) National Academy of Arbitrators

Barry Winograd, Course Designer, Arbitrator/Mediator (Oakland, CA) National Academy of Arbitrators

Gary R. Hattal, Director, the FMCS Institute for Conflict Management, Seattle., WA

July 14-16, 2004
The Captain Cook Hotel
4th at K Street
Anchorage, AK 99501
907-343-2207

September 29 - October 1, 2004
The Marriott Suites
1201 Gulf Boulevard
Clearwater Beach, FL 33767
727-596-1100

Labor-Management Negotiations

From traditional to interest-based bargaining and everything in between, develop the negotiation style that's right for you.

This dynamic and interactive workshop focuses on best practices and techniques needed for 21st century contract negotiations, problem solving, grievance handling EEO matters and labor-management disputes. Participants will learn a wide array of successful collective bargaining skills to master both the "old" and the "new" issues and problems facing our constantly evolving labor negotiations system.

The workshop will teach participants how to reach fair, durable, and mutually beneficial outcomes.

This training includes:

Art & Science of Negotiations

- Art of Persuasion and Communications
- Ethics and Responding to Troubling Tactics
- Contract Costing
- NLRB Overview
- Roles, Rules, Stages, Tools, and Strategies

The Interest Based-Bargaining (IBB) Process

- Interest vs. Positions Concepts
- Consensus and other IBB Tools/Skills
- Modified Traditional Bargaining

Upon successful completion of this course, participants will receive an FMCS Certificate of Training.

This class will be limited to the first 35 registrants.

Cost: \$700.00 (\$600.00 Early bird until June 12, 2004)

The Institute will offer discounts for multiple registrations from the same organization

Faculty:

Carolyn Brommer, FMCS Commissioner, Cleveland, OH
Joe Mansolillo, FMCS Commissioner, San Diego, CA

July 26-30, 2004
Wyndham City Center
1143 New Hampshire Ave NW
Washington, DC
202-775-0800

Arbitration for Advocates with Special Federal Track

This intensive, three-day program is designed for both the private and Federal Sectors and both NLRB and FLRA rules will be addressed. This course enhances the arbitration advocacy abilities of experienced labor relations practitioners -- union business agents, stewards, personnel managers, analysts, and attorneys -- for both labor and management.

A major emphasis of this program will be a review of substantive and procedural case-handling issues, using hypothetical situations in an interactive format. The highlight of the course will be a mock arbitration of a complex model case that raises discipline and contract interpretation issues. The faculty will include members of the National Academy of Arbitrators. Registrants receive course texts and a specially compiled set of arbitration practice guides.

Topics Include:

- Opening the case with a winning statement
- Structuring the order of proof
- Proving negotiating history and past practice
- Making and responding to evidentiary objections
- Examining witnesses
- Seeking and opposing uncommon remedies
- Crafting effective closing arguments and post-hearing briefs

Upon successful completion of this course, participants will receive an FMCS Certificate of Training. **This class will be limited to the first 35 registrants.**

Cost: \$750.00 (\$650.00 Early bird if registered before February 17, 2004)
The Institute will offer discounts for multiple registrations from the same organization

Faculty:

Margaret R. Brogan, Arbitrator/Mediator (Narberth, PA) National Academy of Arbitrators
Barry Winograd, Arbitrator/Mediator (Oakland, CA) National Academy of Arbitrators
Jack Clarke, Arbitrator/Mediator, National Academy of Arbitrators

March 17—19, 2004
Wyndham Washington DC
1400 M Street, NW
Washington, DC 20005
202-429-1700

Becoming a Labor Arbitrator

This is a special course for labor-management practitioners **with substantial experience in industrial labor relations**, who wish to become labor arbitrators. In addition, skills learned here will also enhance the practice and skills of current arbitrators.

Successful completion of this training will substitute for **one** of the requirements for entry to the FMCS Arbitrators Roster, specifically the five arbitrator case decision (awards). Consideration for admission to the roster requires extensive and recent experience in collective bargaining. If the applicant for admission is an advocate, he/she must cease all such activity before being recommended to the roster. **Note: successful completion of the course does not guarantee a place on the FMCS Roster. Please visit our website for requirements for placement on the FMCS Roster.**

The staff and faculty for the Labor Arbitration course **require** a biographical narrative, resume, or curricula vitae that includes your **collective bargaining** experience. This will enable us to have a better understanding of the course participants' wealth of experience, background, and labor knowledge prior to the session. In addition, if you intend to apply for placement on the FMCS Arbitrator Roster, and would like to receive materials in order to request a review of your qualifications prior to taking the course, check the appropriate box on the registration form.

This Training includes:

- The Law of Arbitration
- Arbitration Practice, Scheduling and Pre-hearing Procedures.
- The Hearing, Issues Framing, Witnesses and Records
- Evidence
- Award and Opinion Writing
- Ethics
- FMCS Arbitration Policies and Procedures
- Application Process to the FMCS Roster of Arbitrators

Upon successful completion of this course, participants will receive an FMCS Certificate of Training. **This class will be limited to the first 40 qualified registrants.**

Cost \$2,000.00

Faculty:

Margaret R. Brogan, Course Designer, Arbitrator/Mediator, National Academy of Arbitrators
Barry Winograd, Course Designer, Arbitrator/Mediator, National Academy of Arbitrators
Jack Clarke, Course Designer Arbitrator/Mediator, National Academy of Arbitrators
Homer La Rue, Course Designer Arbitrator/Mediator, National Academy of Arbitrators
Vella Traynham Director of FMCS Arbitration Services
David Weinberg, Course Designer FMCS Commissioner,
Gary R. Hattal, Director, the FMCS Institute for Conflict Management,

April 19-23, 2004
Doubletree Guest Suites – Boston
400 Soldiers Field Road
Boston, MA 02134
800-222-8733

November 1-5, 2004
The Fairmont Olympic Hotel
411 University Street
Seattle, WA 98121
800-821-8106 or 800-223-8772