FMCS | FEDERAL MEDIATION & CONCILIATION SERVICE

FMCS Institute for Conflict Management

Providing Practical, Customized Conflict Training

Are you prepared with the necessary training to meet the real-world challenges of labor-management relations and organizational change?

What Is the FMCS Institute for Conflict Management?

The FMCS Institute for Conflict Management provides centralized classroom training in mediation, arbitration, workplace violence prevention, negotiations, and organizational development. Courses are offered away from the worksite to foster a receptive and safe learning environment. By offering curricula in a variety of work-related subjects, customers' particular requirements receive special attention. We work with respected academicians, labor leaders, management leaders, and arbitrators in providing the latest in conflict management theories and practice. Our courses draw participants from both labor and management in many industries. We will design courses specifically to meet your needs.

What Does the Institute Teach?

Institute courses include training in:

- Mediation Skills
- Negotiation Skills
- Becoming a Labor Arbitrator
- Labor Arbitration for Advocates
- Facilitation Skills
- Advanced Communication and Leadership
- Indispensable Elements of Effective Meetings
- Advanced Neutral Skills
- Art and Science of Inquiry
- Bridging the Gap in Generational Diversity

If your organization is looking for ways to improve its customer relations, better manage conflict, develop core values that put people first, and improve personnel procedures, call on the Institute to help you design a program that suits your needs.

Where Are the Courses Offered?

Courses are offered at locations throughout the country and can be customized to meet special needs. For the convenience of our customers, we can make arrangements with a quality hotel or conference center and give courses at a location of your choosing. Our focus is to provide a comfortable and safe teaching environment, where openness and experimentation are encouraged. Our objective is for you to return to your work environment with real skills acquired from veteran practitioners.

How Much Does It Cost to Register for a Course?

Pricing for courses is affordable, and both group and multiple course discounts are available. Many courses are approved for CLE credit for attorneys.

For More Information

For more information about the FMCS Institute, course offerings, locations, and dates, visit our website at www.fmcs.gov or call 202-606-3627.

"With the help of respected academicians, labor leaders, management leaders, and arbitrators, we customize centralized classroom training in mediation, arbitration, workplace violence prevention, negotiations, and organizational development. Customers' particular requirements receive special attention."