



**JUSTICE  
CENTER OF  
ATLANTA**

976 Edgewood Avenue, NE  
Atlanta, GA 30307-2580  
404-523-8236, ext. 236  
jcainfo@justicecenter.org

## **A Leader in the Practice & Teaching of Mediation**

The Justice Center of Atlanta (JCA) is an innovator and leader in the field of alternative dispute resolution (ADR). JCA has been providing quality mediation services and training for more than 44 years.

JCA is a private, non-profit 501(c)(3) mediation center where conflict resolution is our singular vision and purpose. We have a passion to teach mediation because we understand the process, the realities, and the rewards of helping parties resolve their conflicts.

JCA uses a training team composed of experienced, professional mediators. Their use of real-life examples makes the theory of mediation come alive. Each course combines the fundamental theory of the mediation process with intensive skill development and role-plays to provide a well-rounded, practical understanding of alternative dispute resolution.

JCA's participants hail from across the United States as well as from other countries. General mediation classes are a diverse group of federal employees, military personnel, business executives, judges, attorneys, teachers, etc. The variety of careers and backgrounds add greatly to the discussion and enrich the learning experience.

If you want quality mediation training, register for one of our courses. For more details about JCA or to register online, visit [www.justicecenter.org](http://www.justicecenter.org). For registration assistance or questions, contact the training coordinator at 404-523-8236, ext. 236.

### **Table of Contents**

- 2** General Mediation Course Descriptions
- 3** Specialized Mediation Course Descriptions
- 4** Domestic Mediation Course Descriptions
- 5** Juvenile Mediation Course Descriptions
- 6** Training Objectives and Policies
- 7** Sample Agenda for Basic Mediation Skills
- 8** Schedule of Classes and Fees
- 9** Appendix: Mediation Credentials

# GENERAL MEDIATION COURSES

## Basic Mediation Skills

5-days/40 hours

Basic Mediation Skills is the comprehensive, foundations course which focuses on mastering the mediation process. JCA teaches the facilitative model of mediation.

Participants will learn the basics of conflict resolution theory and the essential skills necessary for mediating general/civil cases in the courts, public agencies, or private settings. Core competencies include: adopting a mediator mindset, learning the language of resolution, identifying sources of conflict, recognizing the dynamics of conflict, and understanding various approaches to conflict resolution. Significant emphasis is placed on the common ethical and national standards mediators must abide by in providing services in all settings.

This class is highly participatory and interactive. Students will watch and/or take part in 11 different mediations through live demonstrations, role-plays, and videos. Everyone will mediate one full case.

*This training is approved by the Georgia Office of Dispute Resolution for registration in the general/civil neutral category.*

## Advanced Mediation Skills

3-days/20 hours

**Prerequisite:** Must have completed a basic mediation course

Advanced Mediation Skills focuses on in-depth skill development in the areas of agreement writing, question asking, rapport building, and troubleshooting. It addresses co-mediation and the problems and assets of this approach. Emphasis is on more complex cases involving multi-party, multi-issue mediations. Everyone will participate in four challenging role-plays and mediate at least one of the role-plays. Participants will engage in comprehensive reading and discussions regarding ethics opinions provided by the Georgia Commission on Dispute Resolution.

Advanced Mediation is designed to provide additional experience to people already trained in the basic components of the facilitative mediation process. Participants are expected to be familiar with the mediation process and to come prepared with an opening statement. Advanced preparation materials will be emailed to students prior to class to help refresh/prepare for the training.

*This training does not lead to registration as a mediator in Georgia. It does fulfill the GODR continuing education requirement.*

# SPECIALIZED MEDIATION COURSES

## Mediation in Special Education

3-days/20 hours

Mediation in Special Education is designed to teach professionals engaged in special education (teachers, administrators, therapists, attorneys, administrative law judges) the basic mediation process and how it relates to special education law. The mediation skills, such as dealing with difficult and angry people and the language of resolution, are especially helpful to educators as they conduct parent/teacher conferences, lead IEP meetings, advocate on behalf of their students with other professionals, and communicate with general education colleagues. The ability to utilize mediation skills in parent/faculty interactions can de-escalate contentious situations.

*This training does not lead to registration as a mediator in Georgia. It does fulfill the GODR continuing education requirement.*

## Continuing Education

1/2-day/3 hours

Continuing Education seminars are offered on a variety of topics twice a year. The CE classes provide registered mediators the 3 credit hours required annually to renew your registration. Specific topics to be discussed are published on the JCA website in the fall.

## Mediation in Workplace Disputes

3-days/20 hours

**Government agencies or private businesses can contract with JCA to provide Mediation in Workplace Disputes for your staff at your location.**

**Minimum of 15 participants required.**

Mediation in Workplace Disputes is a basic course focusing on disputes that arise in the workplace including EEO grievances; complaints concerning the Americans with Disabilities Act and the Civil Rights Act of 1964, as amended (EEO matters); grievances of federal sector employees—both civilian and military—who must implement 29CFR Part 1614; and disputes in the corporate setting. The course is intensive, highly participatory and designed to teach the mediation process, increase knowledge of the language of neutrality and resolution, and enhance communication and negotiation skills.

For information about rates and scheduling for Mediation in Workplace Disputes, contact us at [Information@justicecenter.org](mailto:Information@justicecenter.org) or call 404-523-8236, ext. 212

# DOMESTIC MEDIATION COURSES

## Domestic Relations Mediation

5-days/42 hours

Pre-requisites:

1. Must have completed a basic mediation skills class
2. Must be a registered (or eligible to register) general/civil neutral with the State of Georgia\*
3. Must have at least a baccalaureate degree from an accredited four-year college

Domestic Relations Mediation focuses on mastering the theory and skills necessary to mediate court connected or private domestic and custody cases. Participants will learn all aspects of the domestic mediation process including child support, parenting time (visitation), assets, liabilities, taxes, etc.

*This training is approved by the Georgia Office of Dispute Resolution for registration in the domestic relations mediation category.*

## Domestic Relations Practicum

2-days/16 hours

Pre-requisite:

Must have completed the Domestic Relations Mediation course

Domestic Relations Practicum satisfies the requirements of the Georgia Office of Dispute Resolution for observations and co-mediations in domestic training. Participants will mediate and observe family mediation cases through role-plays with a coach who is an experienced domestic relations neutral.

*This training is approved by the Georgia Office of Dispute Resolution.*

## Domestic Violence Issues in Mediation

2-days/14 hours

Pre-requisite:

Must be a registered Domestic Relations neutral with the State of Georgia

Domestic Violence Issues in Mediation focuses on issues involving domestic violence including the warning signals mediators should recognize and the importance of the safety of the victim. Participants are required to be registered neutrals in the Domestic Relations Mediation category.

*This training is approved by the Georgia Office of Dispute Resolution for registration in the specialized domestic violence mediation category.*

\*Out of state domestic relations mediation participants are NOT required to be registered general/civil neutrals in the State of Georgia. Check with your state regarding their requirements.

# JUVENILE MEDIATION COURSES

## Juvenile Delinquency Mediation

3-days/21 hours

Prerequisites:

1. Must have completed a basic mediation skills class
2. Must be a registered general/civil neutral with the State of Georgia\*

Juvenile Delinquency Mediation prepares participants to mediate cases involving juvenile offenders. Mediation with juveniles requires an understanding of juvenile issues and development in addition to knowing the basic mediation process. This course covers the topics required to effectively handle delinquency cases including, but not limited to: delinquency law, charges and case processing (sealing records), options for offenses, child development, sex, drugs, alcohol, mandated reporter requirements, family violence.

*This training is approved by the Georgia Office of Dispute Resolution for registration in the delinquency mediation category.*

## Juvenile Dependency Mediation

4-days/28 hours

(21 hours for neutrals registered in Domestic Relations Mediation)

Prerequisites:

1. Must have completed a basic mediation skills class
2. Must satisfy the requirements for delinquency mediation prior to enrolling
3. Must have at least a baccalaureate degree from an accredited four-year college or the equivalent in child welfare experience (as determined by GODR)

Juvenile Dependency Mediation prepares participants to mediate cases involving parental termination, custody, and guardianship. This course covers the topics required to effectively handle dependency cases including, but not limited to: dependency law and juvenile court processes; types of custody; role of DFCS; dealing with attorneys; role of CASA, child advocates, and child attorneys; family violence; child support worksheets; visitation and parenting issues; effects of abuse/neglect on the child; difference between the basic mediation process and dependency mediation process.

*This training is approved by the Georgia Office of Dispute Resolution for registration in the dependency mediation category.*

\*Out of state juvenile mediation participants are NOT required to be registered general/civil neutrals in the State of Georgia. Check with your state regarding their requirements.

# TRAINING OBJECTIVES and POLICIES

## Mediation Training Objectives

### Participants will:

1. understand and implement the steps of the mediation process.
2. demonstrate language resolution techniques.
3. demonstrate the importance of confidentiality in mediation.
4. understand the role of diversity in the mediation process.
5. demonstrate their understanding of the legal and ethical consequences of the mediation process and its outcome.
6. adopt a mediator mindset.

### Instructional activities for each course include, but are not limited to:

- lectures by experienced mediators
- instructor demonstrations
- case studies
- written assignments and/or tests
- group discussions
- role-plays (every participant will mediate at least one role-play)

## Attendance Policy

**Participants must attend the full number of course hours in order to receive a certificate.** Course hours are mandated by the Supreme Court of Georgia for registration categories. There is not an opportunity to complete make-up assignments.

## Homework Policy

All courses have homework assignments. Completion of the assigned work is a requirement to receive the course certificate.

## Cancellation and Refund Policies

### Early Cancellations

You may cancel and receive a full refund, provided you cancel at least 14 calendar days in advance of the training. All refunds are issued to the payor of record.

### Late Cancellations

Enrollees who cancel fewer than 14 calendar days before the class must, within 6 months, register for and attend another class; otherwise all payments are forfeited to the Justice Center of Atlanta.

### No Shows

In the case of a no-show, all payments are forfeited and no refund or reschedule will be allowed. If a SF182 was issued, we will invoice the government agency the full cost of the training.

# Basic Mediation Skills

## Sample Agenda

**Monday**

8:00-8:30 Registration  
 8:30 Intro to Course  
 Overview of Mediation:  
 ADR Processes & Court Processes  
 Mediation Demonstration  
 12:00 Lunch  
 1:00 Discussion of Demo  
 Preliminary Matters:  
 Court & Other Agencies  
 Referral Processes  
 Language of Resolution  
 Mediator’s Opening Statement  
 Individual Style Assessment  
 Distribution of Role-Plays  
 6:15 Dismiss

**Tuesday**

8:30 Review of Opening Statement  
 Remarks by Parties & Joint Discussion  
 Caucus & Evidence  
 12:00 Lunch  
 1:00 Negotiation Strategies  
 Agreement Writing  
 Introduction of Observers and Role-Play  
 1<sup>st</sup> Role-Play & Feedback  
 Group Debriefing & Homework  
 Assignments  
 6:00 Dismiss

**Wednesday**

8:30 Review of Agreement Writing Homework  
 2<sup>nd</sup> Role-Play & Feedback  
 Debriefing of 2<sup>nd</sup> Role-Play  
 Diversity  
 12:00 Lunch  
 1:00 Georgia Office of Dispute Resolution  
 (GODR)  
 3<sup>rd</sup> Role-Play & Feedback  
 Debriefing of 3<sup>rd</sup> Role-Play  
 4<sup>th</sup> Role-Play & Feedback

Debriefing of 4<sup>th</sup> Role-Play  
 Review of Homework Assignments  
 Dismiss

**Thursday**

8:30 Review of Mediation – Video: “Chicken  
 Case”  
 Legal and Ethical Considerations  
 Lunch  
 12:00 Trouble-shooting & Handling Escalating  
 Tensions  
 1:00 Qualities & Characteristics of a Mediator  
 Styles of Mediation  
 Styles of Negotiation: Reactive Devaluation  
 Video: Landlord/Tenant & Debrief  
 Video: Neighborhood Dispute & Debrief  
 Dismiss  
 5:30

**Friday**

8:30 Video: Personal Injury Case & Debrief  
 Video: Termination Tempest, Part I &  
 Debrief  
 Ethics Exam – 1-50  
 Lunch  
 12:00 Video: Termination Tempest, Part II &  
 Debrief  
 1:00 Ethics Exam – 51-100  
 Ethics Skit  
 Stop Action Demonstration  
 Evaluation & Certificates  
 Dismiss  
 5:00

# SCHEDULE OF CLASSES and FEES

<i>Class</i>	<i>Dates</i>	<i>Days</i>	<i>Fee</i>
<b>BASIC MEDIATION SKILLS 2022-2023</b>			
Basic Mediation Skills	Sept. 19-23, 2022	M-F	\$1,590
Basic Mediation Skills	Dec. 5-9, 2022	M-F	\$1,590
Basic Mediation Skills	March 20-24, 2023	M-F	\$1,590
Basic Mediation Skills	May 8-12, 2023	M-F	\$1,590
Basic Mediation Skills	June 12-16, 2023	M-F	\$1,590
Basic Mediation Skills	Aug. 7-11, 2023	M-F	\$1,590
Basic Mediation Skills	Sept. 18-22, 2023	M-F	\$1,590
Basic Mediation Skills	Dec. 4-8, 2023	M-F	\$1,590
<b>GENERAL MEDIATION CLASSES 2023</b>			
Advanced Mediation Skills	Aug. 22-24, 2023	T-Th	\$895
<b>DOMESTIC MEDIATION CLASSES 2022-2023</b>			
Domestic Relations Mediation	TBD		
Domestic Practicum	Oct. 14-15, 2022	F-S	\$600
Domestic Violence Issues in Mediation	Dec. 14-15, 2022	W-Th	\$600
<b>JUVENILE MEDIATION CLASSES 2022-2023</b>			
Juvenile Delinquency Mediation	TBD		
Juvenile Dependency Mediation	Sept. 7-10, 2022	W-S	\$895
<b>SPECIALIZED MEDIATION CLASSES 2023</b>			
Mediation in Special Education	TBD		
Mediation in Workplace Disputes <i>Contract training only; minimum 15 participants</i>	Contact the Director of Operations for pricing and scheduling 404-523-8236, ext. 212. <a href="mailto:Information@justicecenter.org">Information@justicecenter.org</a>		
<b>CONTINUING EDUCATION CLASSES 2022</b>			
TBD	TBD		\$100

**NOTE: Dates, location, and fees are subject to change.**  
*The JCA reserves the right to cancel any scheduled class at our discretion.*

## REGISTRATION INFORMATION

Register online at [www.justicecenter.org](http://www.justicecenter.org)

Payment or payment information (credit card # or SF-182) is required to guarantee a seat.



# CLASS FORMAT

The Justice Center of Atlanta's trainers and staff are committed to providing the same quality instruction online as we have provided in-person for over 40 years. The format of the class (in-person or online) will be posted on the JCA website. Registrants will be notified by email if the format changes after they enroll.

The online class differs from the in-person class only in delivery method. The agenda, class hours and times, manuals/materials, activities, role-plays, homework, and fees are all exactly the same!

## Online Format Details

JCA uses a synchronous format for online training via the Zoom platform. Training manuals, handouts, and certificates are shipped to all participants. There are a few handouts and role-plays, which are emailed during the training and may require printing.

JCA adheres to online training standards recommended by the Georgia Commission on Dispute Resolution. The technology requirements and recommendations are as follows.

### **Online/Technology Requirements** *(Participants must complete a JCA Online Mediation Training Agreement.)*

- All participants must access Zoom from a computer. No phones or tablets are allowed.
- All participants must use video and audio during the training. Video **MUST** be on during all sessions and microphones are required.
- All participants must use high speed, secure internet. No public WIFI or hotspots may be used.
- All participants must participate from a stationary location that is quiet and uninterrupted.
- The class will be personally monitored for participation at all times.
- This is a professional training and the dress is business casual.

### **Technology Recommendations**

- Become familiar with Zoom platform and task bar prior to the class.
- Turn off all other computer functions, including notifications, during the training.
- Do not run programs in the background during training.
- Avoid using an internet connection with others who are streaming videos, playing video games, etc. because it could cause a disruption to your connection.
- Keep your computer charging cord close to you or plugged in for the duration of the class.

## Appendix

### Mediation Credentials

In Georgia, the Alternative Dispute Resolution (ADR) Rules are established by the Georgia Supreme Court. The Supreme Court established two entities to oversee the ADR programs, the Georgia Commission on Dispute Resolution and the Georgia Office of Dispute Resolution (GODR). Their responsibilities include developing criteria for training and qualifications of neutrals. The Justice Center of Atlanta's mediation courses that lead to registration have been approved by the GODR.

Mediators who want to mediate in GA court-connected programs **MUST** be registered with the GODR. Registration provides many benefits. Being a "Registered Neutral" is a credential that sets mediators apart.

JCA strongly encourages all participants to register with the GODR or their own state's ADR program. It is the responsibility of each participant to review the requirements for registration in their area. JCA recommend that you review these requirements before enrolling in any mediation training.

For more information about registering as a mediator in Georgia contact:

Georgia Office of Dispute Resolution  
244 Washington Street, SW Suite 300  
Atlanta, GA 30334-5900  
404-463-3788  
[gaodr@godr.org](mailto:gaodr@godr.org)  
[www.godr.org](http://www.godr.org)

**For information about requirements for mediators in other states, contact your state's ADR Office.**

\*The fact that a training program has been approved by the Georgia Office of Dispute Resolution does not imply that any particular court-annexed or court referred program must or will accept as neutrals those who have completed that program. Each local court program is expected to exercise its discretion with reference to the qualifications of each neutral and may inquire into the training received by such neutral. Completion of a state-approved program does not automatically qualify one as a neutral in any particular local program.