

## **GENERAL SERVICES ADMINISTRATION**

### **Federal Acquisition Service**

#### *Authorized Federal Supply Schedule Price List*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**<sup>™</sup>, a menu-driven database system. The INTERNET address for **GSA Advantage!**<sup>™</sup> is: <http://www.GSAAdvantage.gov>.

### **Schedule for –Human Resources & Equal Employment Opportunity Services**

**Federal Supply Group:** 738 X

**Contract Numbers:** GS-02-F0089V

For more information on ordering from  
Federal Supply Schedules click on the FSS Schedules  
button at <http://www.fss.gsa.gov>

**Contract Period:** Contractor Period: April 2, 2009 - April 1, 2014



## **Baltimore Mediation Contractor Catalog**

### **General Information**

Schedule Title: 738 X Human Resources & Equal Employment Opportunity Services

Contract Numbers: GS-02-F0089V

SIN(s): 595-25

Contractor Information: Baltimore Mediation Center  
4502 Schenley Road  
Baltimore, Maryland 21210  
  
(443) 524-0833 phone  
(443) 524-0850 fax  
  
[www.BaltimoreMediation.com](http://www.BaltimoreMediation.com)  
[Office@BaltimoreMediation.com](mailto:Office@BaltimoreMediation.com)

Business Size: Small, Woman Owned

Offerings: Mediation - Page 5  
Facilitation - Page 7  
Training - Page 9  
Customized Training - Page 13

- 1a. **Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:** 595-25
- 1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographical location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.**
- 1c. **If the Contractor is proposing hourly services a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.**
2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery area):** Domestic Only
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted).
7. **Quantity discounts:**

The government also receives a Quantity Discount of an additional three percent (3%) discount for hourly services orders, on one purchase order, that are greater than or equal to \$10,000 (5% total discount).

The government also receives an additional Quantity Discount of three percent (3%) (for a total of 5%), for twenty (20) and forty (40) hour trainings, when the agency purchases in groups/lots of minimum twenty-one (21) to maximum (28) participants per agency on the same purchase order

The government also receives an additional five percent (5%) (for a total of 7%), for twenty (20) and forty (40) hour trainings on a single order resulting in two (2) or more trainings (either two (2) or more different trainings ordered on the same invoice, or the same training with minimum of forty (40) participants total in multiple sessions).

For government groups for privately organized/customized trainings, an additional 10% discount is offered for each additional training on the same invoice, no discount is being offered on the first customized training.
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Will accept over \$3,000
10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (contractor insert number of days):** 30 days A.R.O. (after receipt of order)
- 11b. **Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:** Contact Contractor
- 11c. **Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:** Contact Contractor

- 11d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor
12. **F.O.B Points(s):** Destination
- 13a. **Ordering Address(es):** Same as company address
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
14. **Payment address(es):** Same as company address
15. **Warranty provision:** Contractor’s standard commercial warranty
16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** N/A
18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
19. **Terms and conditions of installation (if applicable):** N/A
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. **Terms and conditions for any other services (if applicable):** N/A
21. **List of service and distribution points (if applicable):** N/A
22. **List of participating dealers (if applicable):** N/A
23. **Preventive maintenance (if applicable):** N/A
- 24a. **Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.)** The EIT standards can be found at: [www.Section508.gov](http://www.Section508.gov).
25. **Data Universal Number System (DUNS) number:** 93-8556560
26. **Notification regarding registration in Central Contractor Registration (CCR) database:** Registered

| LABOR CATEGORY NAME      | Unit: | HOURLY   |
|--------------------------|-------|----------|
| <b>SIN NUMBER 595-25</b> |       |          |
| Senior Mediator          | N/A   | \$394.94 |
| Associate Mediator       | N/A   | \$246.84 |
| Senior Facilitator       | N/A   | \$394.94 |
| Associate Facilitator    | N/A   | \$246.84 |

| <b>LABOR CATEGORY NAME</b>  | <b>Unit:</b> | <b>HOURLY</b> |
|---|--------------|---------------|
| Basic Mediation Skills I: Mediator Self-Awareness and Third Party Intervention  | \$735.58     | N/A           |
| Basic Mediation Skills II: Focusing on Sources of Conflict and Systems Approach | \$735.58     | N/A           |
| Basic Mediation Skills III: Focusing on Legal and Ethical Issues                | \$735.58     | N/A           |
| 40 Hour Fundamental Mediation and Conflict Transformation Skills Training       | \$1,377.35   | N/A           |
| Advanced Workplace Mediation Training   | \$735.58     | N/A           |
| Advanced Employment and EEO Complaints  | \$735.58     | N/A           |
| Advanced Mediation: Employment and EEO Complaints                               | \$340.64     | N/A           |
| Advanced Mediation Training: Mediator Ethics and Standards of Practice          | \$340.64     | N/A           |
| Advanced Mediation Training: Mediator Emotional Intelligence & Self-Awareness   | \$340.64     | N/A           |
| Advanced Mediation Training: Working with Multiple Parties                      | \$340.64     | N/A           |
| Advanced Mediation Training: Mindfulness for Mediators                          | \$340.64     | N/A           |
| Enneagram at Work: Managing Yourself and Others                                 | \$291.20     | N/A           |
| Enneagram and Conflict: Transforming Your Own and Others' Responses             | \$291.20     | N/A           |
| Customized Mediation Training Half-Day  | \$7,405.13   | N/A           |
| Customized Mediation Training Full-Day  | \$9,873.50   | N/A           |
| Multiple Party Employment Dispute Mediation Half-Day                            | \$1,777.23   | N/A           |
| Multiple Party Employment Dispute Mediation Full-Day                            | \$3,455.73   | N/A           |

## About Baltimore Mediation

Baltimore Mediation was established in 1993 by Louise Phipps Senft as the first mediation firm in the State of Maryland. For over 15 years, the consultants at Baltimore Mediation have been in the day-to-day business of mediating interpersonal workplace and organizational multi-party disputes and facilitating divergent group dialogue, as well as training and mentoring some of the best mediators in the country and for numerous federal agencies. Our emphasis is placed on quality dialogue as a pathway to common ground and greater understanding in relationship disputes. Our training emphasis is on how to engage in conflict productively. Baltimore Mediation has assisted in 1000's of conflicts and disputes in both businesses and family relationships, and designed and facilitated 100's of departmental meetings and retreats as well as trained 1000's of professionals across the country in the transformative approach to mediation.

## Mediation and Facilitation Approach

The approach referred to as "transformative" seeks to empower the parties involved by focusing mainly on interaction and communication between the participants and informed decision making. The main difference between this and other forms of conflict resolution or facilitation is that the transformative mediator's or transformative facilitator's goal is to foster the opportunities for clear decision making and a better understanding of the other person(s)' views, rather than to get the participants to just agree or settle. While reaching agreement or settlement may still be the participants' goal, the mediator's interventions will focus on the quality of the interaction, with settlement or agreement being one of the many outcomes if so chosen by the participants. This counterintuitive approach leads to agreements with authentic and lasting terms as a more likely outcome. Other equally important and commonly experienced and reported outcomes are overcoming barriers to meaningful decision making, clarity about choices and next steps and a fuller understanding of a situation.

## MEDIATION

### Mediation for Workplace Conflicts and EEO Disputes

Mediation is a voluntary and confidential process that uses an impartial third person, the mediator, to facilitate meaningful conversation between two or more people about difficult issues and to assist in informed decision making and agreements, if chosen. The goal is to help people constructively engage in conflict and make informed and thoughtful decisions.

The mediator does not offer legal, financial or psychological advice, nor does a mediator tell parties what to do. Instead, the mediator invites the parties to speak about their concerns, and proactively helps them to hear information and each other in new ways, provides legal, financial, and other general information when requested to be considered and checked out as the parties see fit, and drafts written summaries or agreements as made.

What makes Baltimore Mediation mediators unique is that they are professional transformative mediators who know how to work with conflict rather than muzzle it. The mediator's focus is on the quality of your dialogue and decision making. That is, the focus is on where the commonalities are, what the barriers are and how you choose to overcome them. You will decide which of the possible mediation outcomes is best for you, including agreement, partial agreement, temporary agreement, clarity about the situation and possible next steps, new information and understanding of the situation, and greater confidence in your workplace future.

At Baltimore Mediation, each Senior Mediator possesses an advanced degree (Juris Doctorate, Masters in Psychology, Masters in Social Work or Masters or Doctorate in a Conflict Management related field), has practiced mediation for a minimum of 15 years and has conducted a minimum of 500 mediations. In addition, Senior Mediators have attended at least 140 hours of conflict resolution training and 500 hours

of leading and attending presentations, lectures, and conferences in the mediation and/or conflict transformation field.

Each Associate Mediator has completed at least a year of mediation experience and 100 hours of conflict resolution and/or facilitation training, has observed at least 10 mediations, has co-mediated with an experienced facilitator, and has an advanced degree (Juris Doctorate, Masters in Psychology, Masters in Social Work or Masters or Doctorate in a Conflict Management related field). The work of the Associate Mediators at Baltimore Mediation is reviewed regularly by Senior Mediators to ensure our mediators are continually developing their skills and advancing in the field.

Possible Mediation Topics:

- Employment Disputes
- Contract Disputes
- Office Disputes
- Job Performance Reviews
- Communication Conflicts
- Intergenerational Concerns/Conflicts
- Age Misperceptions
- EEO Disputes
- Other employment or human resources issues

The Benefits of Mediation with Baltimore Mediation from the Transformative Approach:

- Provides opportunity to discuss hard, complicated or difficult subjects
- Provides opportunity for all to speak
- Provides opportunity for all to hear others
- Provides third-party “presence” who captures ideas that the group may miss
- Provides third-party “presence” who identifies areas of disagreement and makes it safe to explore them
- Provides third-party “presence” who keeps the group on track
- Creates environment for quality dialogue
- Highlights opportunity for changes in interaction to more constructive and positive
- Surfaces better understanding of barriers and differences
- Surfaces better understanding of how to work best with commonalities
- Drafts written agreements with legally binding terms, when chosen

| <b>SIN(s)</b> | <b>SERVICE(s)</b>         | <b>PRICE (Hourly)</b> |
|---------------|---------------------------|-----------------------|
| 595-25        | <b>Senior Mediator</b>    | \$394.94              |
| 595-25        | <b>Associate Mediator</b> | \$246.84              |

## **FACILITATION**

### **Facilitation for Workplace Teams and Executive Management**

Facilitation is a voluntary process that uses an impartial third person, the facilitator, to facilitate meaningful conversation between three or more people about difficult issues. The goal is to help people constructively engage in decision making, strategic planning, or conflict and make informed and thoughtful decisions.

Baltimore Mediation facilitates using a systems approach and transformative model which focuses on quality dialogue and interaction. Baltimore Mediation has extensive experience in mediating multi-party disputes and in facilitating divergent group dialogue. Whether a group of six executives, a group of thirty managers or a department of one hundred stakeholders, Baltimore Mediation can successfully design, navigate and transform difficult or potentially divisive interactions into experiences of clarity and strength for all. Baltimore Mediation's facilitation process has promoted informed decision making, stronger relationships and organizational cohesiveness for numerous groups and organizations.

What makes Baltimore Mediation facilitators unique is that they are professional transformative mediators who know how to work with group conflict rather than muzzle it. They also know how to bring out the best in a group for diversity of ideas and thoughts to create more meaningful outcomes and organizational transformation. In addition to being nationally certified as Transformative Mediators™ and facilitators, they have extensive backgrounds in law, human resources, counseling, finance, business management, organizational development and psychology.

Each Senior Facilitator possesses an advanced degree (Juris Doctorate, Masters in Psychology, Masters in Social Work or Masters or Doctorate in a Conflict Management related field), has practiced facilitation for a minimum of 15 years and has conducted a minimum of 50 facilitations. In addition, Senior Facilitators have attended at least 300 hours of conflict resolution training and 500 hours of leading and attending presentations, lectures, and conferences in the facilitation and/or conflict transformation field.

Each Associate Facilitator has completed at least a year of facilitation experience and 100 hours of conflict resolution and/or facilitation training, has observed at least 5 facilitations, has co-facilitated with an experienced facilitator, and has an advanced degree (Juris Doctorate, Masters in Psychology, Masters in Social Work or Masters or Doctorate in a Conflict Management related field). The work of the Associate Facilitators at Baltimore Mediation is reviewed regularly by Senior Facilitators to ensure our facilitators are continually developing their skills and advancing in the field.

#### **Possible Facilitation Topics:**

- Team Building
- Strategic Planning
- Change of Management
- Office Communication
- Factions/Office Cliques
- Conflicts with Management
- Conflicts among Employees
- Conflicts among Management
- Executive Planning
- Dealing with Difficult Personalities
- Dealing with Strong Emotions
- Other employment or human resources issues

**Benefits of Facilitation with Baltimore Mediation from the Transformative Approach:**

It is Designed to Fit the Situation:

- Public Policy Consensus Building
- Difficult Interactions that Need to be Overcome
- Executive Decision-Making that Needs to Be Practical and Enduring
- Strategic Visioning that Is Visionary and Doable
- Team Building that Is Meaningful
- Organizational Restructuring Dialogue and Decision-Making that is Comprehensive and Compassionate
- Facilitation of Future Planning & Implementation with Clear Next Steps and Responsibilities

It is Designed to Fit the Size of the Group, Big or Small (3 to 250):

- Provides opportunity to discuss hard, complicated or difficult subjects
- Provides opportunity for all to speak
- Provides opportunity for all to hear others
- Provides third-party "Presence" who captures ideas that the group may miss
- Provides third-party "Presence" who identifies areas of disagreement and makes it safe to explore them
- Provides third-party "Presence" who keeps the group on track
- Creates environment for Quality dialogue
- Highlights opportunity for changes in interaction to more constructive and positive
- Surfaces better understanding of barriers and differences
- Surfaces better understanding of how to work best with commonalities
- Builds team-work and cohesion
- Anchors responsibility
- Provides a comprehensive written summary at the conclusion which captures group's ideas and decisions for future reflection and implementation

| <b>SIN(s)</b> | <b>SERVICE(s)</b>            | <b>PRICE (Hourly)</b> |
|---------------|------------------------------|-----------------------|
| 595-25        | <b>Senior Facilitator</b>    | \$394.94              |
| 595-25        | <b>Associate Facilitator</b> | \$246.84              |



## TRAININGS

Baltimore Mediation is known nationally for its interactive and experiential trainings, which are regularly attended by government mediators, employees, managers and directors. Baltimore Mediation's trainings were selected for the national pilot program headed by renowned authors of *The Promise of Mediation*, Baruch Bush and Joseph Folger, and Baltimore Mediation was a part of the national Transformative Mediation Project for trainings across the country funded by the Hewlett Foundation in the 1990's. Baltimore Mediation's lead trainer, Louise Phipps Senft, is an adjunct law professor at the University of Maryland School of Law and visiting faculty for the Harvard Law School's Program on Negotiation Insight Initiative. She was one of the first conflict resolution practitioners in the country to use the transformative approach to guide her work as a mediator and as a mediation and conflict resolution trainer. Baltimore Mediation's three lead trainers have over 70 years of combined mediation and training experience.

### 20-Hour Trainings

#### **Basic Mediation Skills I: Mediator Self-Awareness and Third Party Intervention**

This basic 20-hour mediation and conflict transformation and resolution theory and skills course has a focus on mediator self awareness and third party intervention, with certificates upon completion. ([http://www.baltimoremediation.com/tw\\_20b\\_basic1.php](http://www.baltimoremediation.com/tw_20b_basic1.php))

#### **Basic Mediation Skills II: Focusing on Sources of Conflict and Systems Approach**

This basic 20- hour mediation and conflict transformation and resolution theory and skills course has a focus on sources of conflict and a systems approach to conflict and intervention, with certificates upon completion. ([http://www.baltimoremediation.com/tw\\_20b\\_basic2.php](http://www.baltimoremediation.com/tw_20b_basic2.php))

#### **Basic Mediation Skills III: Focusing on Legal and Ethical Issues and Multiple Parties**

This basic 20-hour mediation and conflict transformation and resolution theory and skills course has a focus on legal and ethical pitfalls and working with multiple parties in and outside of the mediation, with certificates upon completion. ([http://www.baltimoremediation.com/tw\\_20b\\_basic3.php](http://www.baltimoremediation.com/tw_20b_basic3.php))

All 20-Hour Basic Mediation Skills Training courses emphasize:

- Understanding theory and practice as mediators
- Understanding the nuts and bolts of the mediation process
- Understanding your own conflict resolution style
- Hands-on conflict intervention skills necessary to mediate
- Communication skills and conflict transformation how-to's
- Bringing Clients to the Table
- Dealing with Strong Emotions
- Working with and through Impasse
- Fostering and "Brokering" Communication and Negotiation
- Identifying Empowerment and Recognition Opportunities
- Mediator Standards of Practice and Ethics
- Individual feedback from trainers addressing participants' specific strengths and areas for continued development and excellence.

### 40-Hour Trainings

#### **40-Hour Fundamental Mediation and Conflict Transformation Skills Training**

This basic 40-hour mediation and conflict transformation and resolution theory and skills course has certificates upon completion. ([http://www.baltimoremediation.com/tw\\_40\\_fundamentals.php](http://www.baltimoremediation.com/tw_40_fundamentals.php))

40-Hour Basic Mediation Skills Training course emphasizes:

- Understanding theory and practice as mediators
- Understanding the nuts and bolts of the mediation process
- Understanding your own conflict resolution style
- Bringing Clients to the Table
- Dealing with Strong Emotions
- Working with and through Impasse
- Mechanics of Agreement Writing
- Fostering and “Brokering” Communication and Negotiation
- Identifying Empowerment and Recognition Opportunities
- Self-Awareness Inventory & Development
- Hands-on conflict intervention skills necessary to mediate
- Mediator Standards of Practice and Ethics
- Individual feedback from trainers addressing participants’ specific strengths and areas for continued development and excellence.

## 20-Hour Advanced Trainings

### **20-Hour Advanced Workplace Mediation Training**

This 20-Hour advanced mediation training is designed for managers, in-house mediation and human resources professionals and counselors. Trainees receive certificates of completion. At least 20 hours of a basic course is a prerequisite. ([http://www.baltimoremediation.com/tw\\_20a\\_workplace.php](http://www.baltimoremediation.com/tw_20a_workplace.php))

20-Hour Advanced Workplace Mediation Training course emphasizes:

- Understanding the workplace mediation process and mediator’s role
- Understanding the protocol for how mediation works with EEOC and in house programs
- Understanding labor law and EEO Programs for informal and formal complaints
- Understanding the special aspects of confidentiality in workplace mediation
- Hands-on skills for workplace conflict and conflict transformation how-to’s
- Individual feedback from trainers addressing participants’ consideration: specific strengths and areas for betterment
- Certification for private and circuit court mediators and for daily use and practice

### **20-Hour Advanced Employment and EEO Complaints Mediation Training**

This 20-hour EEO and employment mediation training is designed for specific agencies and organizations for their EEO process. ([http://www.baltimoremediation.com/tw\\_8c\\_eeo.php](http://www.baltimoremediation.com/tw_8c_eeo.php))

- Understanding the role of the mediator in EEOC mediations
- Overview of EEOC process and mediation process
- Reviewing the Ethical Standard of Practice: Party Self-Determination
- Reviewing Employment Laws and EEOC protocol and its impact on decision making
- Understanding various decision-making points for complainants
- Hands-on skills for conflict intervention and conflict transformation how-to’s
- Best Practices for working with EEOC complaints in mediation
- Individual feedback from trainers addressing participants’ consideration: specific strengths and areas for betterment
- Certification for private and circuit court mediators and for daily use and practice

## 8-Hour Self-Awareness and Personality Trainings

### **8-Hour Enneagram at Work: Managing Yourself and Others Training**

It is difficult to be an effective team leader or member of a team if you don't possess a fundamental understanding of who you are. The Enneagram is a dynamic system of nine personality types set in a non-sectarian spiritual framework. It is meant to help us understand ourselves, the people in our lives, and our relationship to the greater realities that guide human evolution. This session will focus on an overview of each of the 9 Types and is customized for managers or those working in teams with others. ([http://www.baltimoremediation.com/tw\\_work\\_relation.php](http://www.baltimoremediation.com/tw_work_relation.php))

### **8-Hour Enneagram and Conflict: Transforming Your Own and Others' Responses Training**

All of us are given the choice to engage with conflict or not to engage, daily. It is difficult to engage effectively if you don't possess a fundamental understanding of who you are and the sources of personal reactivity for you and others. The Enneagram is a dynamic system of nine personality types set in a non-sectarian framework. It is meant to help us understand ourselves, the people in our lives, and our relationship to the greater realities that guide human evolution. This session will focus on an overview of each of the 9 Types and is customized for exploring conflict responses and choices we have with those we love and work, guided by our own understandings of ourselves. ([http://www.baltimoremediation.com/tw\\_work\\_conflict.php](http://www.baltimoremediation.com/tw_work_conflict.php))

### **8-Hour Advanced Mediation Trainings**

#### **8-Hour Advanced Mediation Training: Mediator Ethics and Standards of Practice Training**

This Advanced 8 Hour Continuing Mediation Education Course focuses on Ethics and Mediator Standards of Practices and works through potentially thorny issues facing a mediator. ([http://www.baltimoremediation.com/tw\\_8c\\_ethics.php](http://www.baltimoremediation.com/tw_8c_ethics.php))

- Reviewing the mediator's orientation to practice and the mediator's role
- Reviewing the Ethical Standards of Practice
- Role Plays, quizzes and games for remembering the basics and the intricacies of the standards of practice
- Role Plays and facilitated group discussion for various ways to handle thorny ethical dilemmas
- Reviewing the Maryland Ombuds Program for Mediators
- Certification for rostered mediators and for daily use and practice

#### **8-Hour Advanced Mediation Training: Working with Multiple Parties Training**

This Advanced 8 Hour Continuing Mediation Education Course focuses on Maximizing Decision Making Opportunities and Party Self-Determination when Mediating with Multiple Parties. ([http://www.baltimoremediation.com/tw\\_8c\\_advmulti.php](http://www.baltimoremediation.com/tw_8c_advmulti.php))

- Reviewing the mediator's role and value of third party intervention
- Reviewing the Ethical Standard of Practice: Party Self-Determination
- Hands-on skills for multiple party conflict intervention and conflict transformation how-to's
- Individual feedback from trainer addressing participants' consideration: specific strengths and areas for betterment
- Certification for rostered mediators and for daily use and practice

#### **8-Hour Advanced Mediation Training: Mindfulness for Mediators Training**

This Advanced 8 Hour Continuing Mediation Education Course focuses on Mindfulness for Mediators and Practices Various Techniques for Relaxation and Building a Reflective Practice and includes:

- Overview of Mindfulness

- Review the mediator's role and Mediator Excellence Standards with mindfulness as one aspect of reflective practice
- Learn Mindfulness Techniques for Relaxation and for Being Fully Present with Focused Attention
- Practice Being Mindful in Mediation Role-Plays
- Practice Using Mindfulness for Post-Mediation Self-Reflection
- Certification for rostered mediators and for daily use and practice

| SIN(s) | Course(s)   | PRICE<br>(per person) |
|--------|---|-----------------------|
| 595-25 | <b>20 Hour Training</b><br>Basic Mediation Skills I<br>Basic Mediation Skills II<br>Basic Mediation Skills III  | \$735.58              |
| 595-25 | <b>40 Hour Training</b><br>Fundamental Mediation and Conflict Transformation Skills   | \$1,377.35            |
| 595-25 | <b>Advanced 20 Hour Training</b><br>Advanced Workplace Mediation Training<br>Advanced Employment and EEO Complaints   | \$735.58              |
| 595-25 | <b>8 Hour Self-Awareness Training</b><br>Enneagram at Work<br>Enneagram and Conflict  | \$291.20              |
| 595-25 | <b>Advanced 8 Hour Mediation Training</b><br>Advanced Mediation Training: Mindfulness for Mediators<br>Advanced Mediation Training: Working with Multiple Parties<br>Advanced Mediation Training: Mediator Ethics and Standards of Practice | \$340.64              |

**CUSTOMIZED TRAININGS**

**Half-Day and Full-Day Customized Mediation Training for Meetings, In-House Trainings, and Government Retreats**

Baltimore Mediation offers Customized Conflict Resolution Trainings and Workshops for managers, executives, attorneys, human resources, workplace life counselors and other groups for their meetings, in-house training needs, or retreats. Customized trainings can include:

- Defining your Conflict Style
- Exploring your Orientation to Conflict--Sharpening your Negotiation Approach
- How to work through difficult interactions in the workplace
- How to maximize and improve ongoing interactions and working relationships
- How to maximize Quality Interactions for Team Building
- How to foster quality interactions when the going gets tough
- How to approach difficult situations and conflicts

All Baltimore Mediation customized workshops and trainings are taught by experienced mediators well versed in the Transformative Approach to conflict. All customized trainings and workshops include self-awareness enhancements for each participant's natural gifts as well personal skills development in an interactive, experiential learning environment with reflection and individualized coaching.

To request or inquire about Customized Conflict Resolution or Mediation Training for Government Retreats, call Baltimore Mediation for more information, 443-524-0833.

| SIN(s) | Course(s)   | PRICE      |
|--------|---|------------|
| 595-25 | <b>Half-Day<br/>Customized Mediation Training</b> | \$7,405.13 |
| 595-25 | <b>Full-Day<br/>Customized Mediation Training</b> | \$9,873.50 |