



Dispute Resolution Center OF THURSTON COUNTY

Training Services

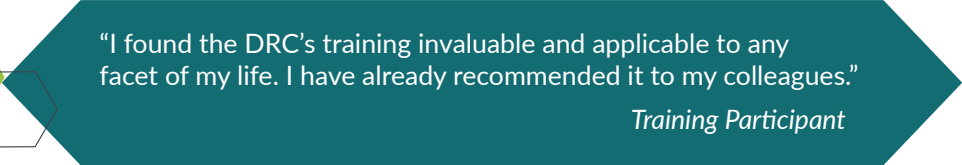
Custom Training

Tailored for Your Organization's Needs

The DRC provides customized training to businesses, organizations and government agencies to help prevent and manage workplace conflict, de-escalate intense situations, increase understanding, promote teamwork and improve customer service.

Custom communication, conflict prevention and conflict resolution training benefits:

- Supervisors & Managers
- Human Resources Staff
- Work Teams
- Customer Service & Sales Staff
- Public Safety Professionals
- Educators & School Staff



"I found the DRC's training invaluable and applicable to any facet of my life. I have already recommended it to my colleagues."

Training Participant

Standard Trainings

Facilitating Effective Meetings

This training provides valuable concepts, processes, and skills for anyone who runs or attends meetings in businesses, government agencies, schools, non-profits, civic groups, faith communities or other organizations.

16 hours over two days • Courses offered February & July

Collaborative Negotiations

Useful to anyone who manages or participates in work teams, this training provides powerful, common sense tools to advance your goals while preserving valuable relationships.

16 hours over two days • Courses offered in March & November

Professional Mediation Training

These skills are beneficial to anyone who wants to help others resolve conflicts more peacefully, to build relationships with neighbors, co-workers, family and friends, to strengthen professional skills, or to become a certified mediator with the DRC.

40 hours over five days • Courses offered January, June & October

Learn more about the DRC's Training Services and how they can benefit you and your organization.

Contact Oriana Noël Lewis, Training Manager
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Visit MediateThurston.org/Training

