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B12 Monday

HOLYOKE

HCC offers mediation course

Holyoke Community College is running a new series of mediation training courses this spring, including a free two-hour introduction class to be held on Thursday.

The free introduction to mediation training class meets Thursday from 6 to 8 p.m., and will cover basic conflict resolution approaches and communication strategies, plus an overview of mediator training and development and discussion of possible next steps.

A five-week basic mediation training course runs on Tuesdays from March 19 through April 16, from 4 to 9 p.m. each night, focusing on core communication and conflict resolution skills that mediators use.

An additional option builds on the five-week basic course. Participants can choose a three-week extension for a total of eight weeks. The basic mediation training including formal mediation role plays class meets on Tuesdays from 4 to 9 p.m. until May 7. The extended program incorporates additional instruction and practice sessions integrating those new skills into a formal

mediation process, with a certificate confirming participants have met Massachusetts court requirements for basic mediation training.

"Mediation skills are a necessity in everyday interactions and a must for professionals in environments with conflict challenges," said Ken White, HCC dean of Community Services. "Educators, human resource managers, workplace supervisors, therapists, counselors, law enforcement personnel are just some of the professions where effective dispute resolution strategies are required. HCC's mediation programs are appropriate for all levels of professionals as well as anyone looking to improve their conflict resolution skills."

All the classes meet in HCC's Kittredge Center for Business and Workforce Development and will be led by Debbie Lynangale, a mediator from The Mediation & Training Collaborative in Greenfield.

For more information or to register, contact HCC Community Services at 413-552-2123 or online at hcc.edu/bce.