

The Los Altos Community Foundation, in partnership with the Los Altos Mediation Program presents a free program:



Conflict Management and Mediation Skills

Learn how to use these skills for successful outcomes

- **In the workplace**
- **In volunteer and non-profit settings**
- **With friends and family**

When and Where:

Saturday, November 6th

10-4

[Check-in at 9:30]

**At the Neutra House
181 Hillview Avenue, Los Altos**

This day will focus on understanding the role of “conflict” in our lives and learning how to turn conflict situations into opportunities for success.

You’ll learn tools and techniques to enable you to successfully manage one-to-one encounters with co-workers, colleagues, and neighbors, including persons viewed as “difficult”. Plus the role of a mediator in conflicts between other parties will also be covered.

You’ll participate in interactive exercises and role plays to practice these new skills throughout the day.

Trainer: Martin Eichner, Director of Dispute Resolution Programs for Project Sentinel

Martin is an experienced and engaging presenter who uses interactive exercises and real-life situations to help bring the material alive for participants. Martin has presented this program to a number of organizations in this area, including the Sunnyvale Leadership Program and City of Mountain View staff.

Please register soon, space is limited. Call: 650 949-5267 (L.A.M.P.)

Materials and Lunch will be provided.