

“With the help of respected academicians, labor leaders, management leaders, and arbitrators, we customize centralized classroom training in mediation, arbitration, workplace violence prevention, negotiations, and organizational development. Customers’ particular requirements receive special attention.”

## What Is The FMCS Institute For Conflict Management?

The FMCS Institute for Conflict Management provides centralized classroom training in mediation, arbitration, workplace violence prevention, negotiations, and organizational development. Courses are offered away from the worksite to foster a receptive and safe learning environment. By offering curricula in a variety of work-related subjects, customers' particular requirements receive special attention. We work with respected academicians, labor leaders, management leaders, and arbitrators in providing the latest in conflict management theories and practice. Our courses draw participants from both labor and management in many industries. We will design courses specifically to meet your needs.

## What Does the Institute Teach?

Institute courses include training in:

- Basic Mediation
- Advanced Multi-Party Mediation
- Labor Relations Processes and Partnerships
- Collective Bargaining
- Dispute Resolution
- Labor Arbitration
- Arbitration Advocacy
- Workplace Violence Prevention
- Techniques for Coping with Workplace Grief
- Facilitation Skills
- Advanced Communication and Leadership
- Organizational Development, Assessment and Communication
- Cultural Diversity

If your organization is looking for ways to improve its customer relations, better manage conflict, develop core values that put people first, and improve personnel procedures, call on the Institute to help you design a program that suits your needs.

## Why FMCS?

“With a history of more than a half century of providing mediation and facilitation services, FMCS has more collective experience in dispute resolution than any other agency of government.”

## Institute

### Where Are the Courses Offered?

Courses are offered at locations throughout the country and can be customized to meet special needs. For the convenience of our customers, we can make arrangements with a quality hotel or conference center and give courses at a location of your choosing. Our focus is to provide a comfortable and safe teaching environment, where openness and experimentation are encouraged. Our objective is for you to return to your work environment with real skills acquired from veteran practitioners.

### How Much Does It Cost to Register For A Course?

Pricing for courses is affordable, and both group and multiple course discounts are available. Many courses are approved for CLE credit for attorneys.

For more information about the Institute, course offerings this year, locations and dates, log onto our Web site at [www.FMCS.gov](http://www.FMCS.gov) or call 202-606-3627.

# FMCS

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## mission

The primary responsibility of the Federal Mediation and Conciliation Service is to promote sound and stable labor relations through a variety of mediation and conflict resolution services. We mediate collective bargaining negotiations, provide other forms of alternative dispute resolution services outside of the collective bargaining context, provide training courses to improve the workplace relationship, and refer arbitrators for settlement of contract application disputes. FMCS mediators are widely dispersed throughout the country. For more information about the Service, its locations and programs, please visit our Web site at [www.FMCS.gov](http://www.FMCS.gov)