

INTERNAL

COMMUNICATION FORM

DEPARTMENT OF HUMAN SERVICES

Suspense: No later than 20
working dates prior to
the desired session

Subject: Center for Alternative Dispute Resolution Training
Schedule for 2012 - **OAHU**

Originator: W. Ikemori
6-4971

To: SO/DAs

From: PERS

Date: 10/13/11

Memo No. 1

The Judiciary's Center for Alternative Dispute Resolution (CADR) has announced their training schedule for 2011. The training classes (see attachment) include a variety of topics on communications, mediation, handling difficult situations, and bullying in the workplace. Please note that all classes are conducted at **no cost** for State employees.

FOR: All DHS employees.

SCHEDULE: Refer to attached schedule for class dates and time. Most classes will be held at the Supreme Court conference Room 2nd Floor, Aliiolani Hale, 417 South King Street or as noted on the schedule.

REGISTRATION: Register on-line by visiting the CADR website at <http://www.courts.state.hi.us/cadr>, then click on Training, then On-Line Registration. Please follow normal out-service request procedures by submitting a **DPS 411** (Out-Service Training Request) **prior** to the desired session, through proper division training authorization protocols. A manual will be emailed to each participant (prior to the class), which they must print and bring to class. Upon **completion** of training, please submit DPS 411 to PERS-TS for training documentation.

COST: None.

ACCOMMODATIONS/PARKING: Please note that the training room can be quite cold so participants are encouraged to bring a sweater or jacket. Parking is limited, therefore carpooling is encouraged. Please contact The Center for Alternative Dispute Resolution (CADR) for all requests for reasonable accommodations due to disability at #539-4237. Those who have questions concerning registration procedures please contact Pauline Chun at 586-4970/586-4959 (TTY).


PERS

Center for Alternative Dispute Resolution 2012 TRAINING SCHEDULE

CADR 1.0: Working It Out: Skills for Dispute Resolution

(Formerly Communication Skills)

This half-day class is designed to provide an introduction to basic dispute resolution skills, focusing on verbal and non-verbal components of messages, listening skills, understanding positions and interests, and effective use of questions.

This class is a prerequisite for all other Center trainings.

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate and pre-registration is required.

A class manual will be emailed to you prior to class. Please print and bring it to class.

Dates Time Location: Oahu

Feb 14/Tu 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

May 15/Tu 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Aug 21/Tu 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: This room can be quite cold so please bring a sweater.

CADR 2.0: Negotiation Skills

This is a one-day class designed to help trainees develop the skills needed to negotiate agreements successfully. Trainees will participate in simulated negotiations and learn to present and respond to offers and counter-offers and use consultative negotiating tactics and techniques. While not designed to train participants to be professional negotiators, this class will provide trainees with an opportunity to learn about some of the skills professional negotiators use.

Prerequisite:

Completed CADR 1.0: *Working It Out: Skills for Dispute Resolution (formerly Communication Skills)*.

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate; pre-registration is required.

A class manual will be emailed to you prior to class. Please print and bring it to class.

Dates Time Location: Oahu

March 29/Th 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Nov 20/Tu 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: This room can be quite cold so please bring a sweater.

CADR 3.0: Mediation Skills

(Formerly Overview of Mediation)

This half-day class presents the lessons mediators have learned and provides an interactive setting to learn new skills. While not designed to train participants to be professional mediators, this class offers trainees with an opportunity to learn about some of the skills professional mediators use.

Prerequisite:

Completed CADR 1.0: *Working It Out: Skills for Dispute Resolution (formerly Communication Skills)*.

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate; pre-registration is required.

A class manual will be emailed to you prior to class. Please print and bring it to class.

Dates Time Location: Oahu

May 29/Tu 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Sept 25/Tu 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: This room can be quite cold so please bring a sweater.

CADR 4.0: Better Meeting Management

(Formerly Facilitation 101)

This two-day class provides tools to use in meetings to make them as effective as possible. The class emphasizes the importance of setting an agenda and remaining focused. This interactive class is useful not only for those who plan and run meetings, but also for those who attend meetings.

Prerequisite:

Completed CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills*)

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate; pre-registration is required.

A class manual will be emailed to you prior to class. Please print and bring it to class.

Dates Time Location: Oahu

April 24, 25 8:15a - 4:15p Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Oct 9, 11 8:15a - 4:15p Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: This room can be quite cold so please bring a sweater.

CADR 4.1: Beyond Basic Facilitation – Meeting Management

This one-day class builds on CADR 4.0: *Basic Skills for Better Meeting Management*, which is a prerequisite. *Beyond Basic Facilitation* provides participants with additional skills, tools, and techniques to design and manage a complex meeting series or meetings involving large groups of people. Trainees will meet with clients to discuss challenging meetings that they are planning, and to design processes for them to use.

Topics include:

- Design strategies for meetings addressing complex issues or involving large groups
- Anticipating and planning for potential challenges

Prerequisites:

- Completed CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills*)
- Completed CADR 4.0: *Better Meeting Management*

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate; pre-registration is required.

A class manual will be emailed to you prior to class. Please print and bring it to class.

Date Time Location: Oahu

June 26/Tu 8:15a - 4:15p Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: This room can be quite cold so please bring a sweater.

CADR 4.2: Beyond Basic Facilitation – Conflict Assessment

This one-day class is designed for people who have facilitated meetings, understand how mediation works, and want to add to their skills. During the class, participants work together to assess a conflict, determine the issues, emotions, necessary parties, and whether mediation or facilitation would be appropriate.

Prerequisites:

- Completed CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills*)
- Completed CADR 3.0: *Mediation Skills*
- Completed CADR 4.0: *Better Meeting Management*

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate; pre-registration is required.

A class manual will be emailed to you prior to class. Please print and bring it to class.

Date Time Location: Oahu

July 31/Tu 8:15a - 4:15p Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: This room can be quite cold so please bring a sweater.

CADR 5.0: Handling Difficult Situations

This half-day class is designed to help develop the interpersonal and communications skills needed to deal confidently with difficult interactions that arise occasionally in the workplace. The emphasis of this class is on sharpening listening skills, gathering information under challenging circumstance to identify problems, defusing anger and building rapport, and maintaining professionalism in stressful situations. The class focuses on just a few behaviors and is not intended to address persistent or habitual problems.

Prerequisite:

Completed CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills*)

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate; pre-registration is required.

A class manual will be emailed to you prior to class. Please print and bring it to class.

Dates Time Location: Oahu

Feb 21/Tu 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Aug 30/Th 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: This room can be quite cold so please bring a sweater.

CADR 5.1: More Handling Difficult Situations in the Workplace

This half-day hour class examines inappropriate behavior in the workplace which could leave one feeling "bullied," and may result in absenteeism, lower productivity, high turnover, poor morale, and even workplace violence. The class will review some of the ways inappropriate behaviors are displayed in the workplace, actions one can take in difficult situations, and ways to stop the problem behaviors. This interactive class will include skill-building information and exercises.

Prerequisites:

- Completed CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills*)
- Completed CADR 5.0: *Handling Difficult Situations in the Workplace*

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate; pre-registration is required.

Dates Time Location: Oahu

Mar 20/Tu 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Sep 18/Tu 8:15a - Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: This room can be quite cold so please bring a sweater.

CADR 6.0: Vicarious Trauma and Resiliency

(Formerly Compassion Fatigue)

This two and one-half hour class addresses vicarious trauma, also known as compassion fatigue. If you are a professional who works with people who have witnessed trauma, you may have experienced some of the symptoms of vicarious trauma. This interactive class will review the symptoms of vicarious trauma and provide successful coping techniques.

Prerequisite:

Completed CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills*)

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate; pre-registration is required.

Dates Time Location: Oahu

June 19/Tu 8:15a -10:45a Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Nov 29/Th 8:15a -10:45a Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: This room can be quite cold so please bring a sweater