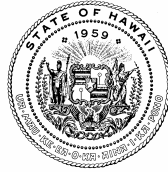


LINDA LINGLE  
GOVERNOR OF HAWAII




MARIE C. LADERTA  
DIRECTOR

CINDY S. INOUE  
DEPUTY DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT  
235 SOUTH BERETANIA STREET  
HONOLULU, HI 96813-2437

October 26, 2009

TO: Departmental Personnel Officers

FROM: Cassandra Adachi, Personnel Program Manager  
Employee Relations Division 

SUBJECT: Center for Alternative Dispute Resolution Training Schedule  
January – June 2010

Judiciary's Center for Alternative Dispute Resolution (CADR) Training Schedule January – June 2010 is attached. This schedule will be posted to the HRD website address for internal distribution at <http://hawaii.gov/hrd/main/EETrainDev/TrnOpps/>

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 training procedures. Almost all classes are held in the Supreme Court Conference Room, 2<sup>nd</sup> floor, Aliiolani Hale, 417 S. King Street. A manual will be emailed to participants prior to the class. Please have participants print the manual and bring it with them to class. Also, the training room can be quite cold so please inform participants to bring a sweater.

If you would like additional course information, have questions about registration, or requests for reasonable accommodations due to disability, please call CADR at 539-4237 or email them at [CADR@courts.state.hi.us](mailto:CADR@courts.state.hi.us).

Attachment

## Communication Skills

This half-day interactive training is designed to provide an introduction to communication skills. During the class, participants learn to (1) recognize verbal and nonverbal components of communicated messages; (2) develop effective listening skills, including the ability to appropriately summarize and rephrase; (3) understand the difference between positions and interests; and (4) use questions effectively to enhance understanding. Participants are actively involved in hands-on exercises and simulations. **NOTE:** This course is a prerequisite for all other Center training courses.

Jan 27	8:15 a.m. - Noon
Mar 3	8:15 a.m. - Noon
May 18	8:15 a.m. - Noon

## Basic Skills for Better Meeting Management (formerly Facilitation 101)

This two-day class introduces techniques to keep meetings and participants focused, and offers strategies to encourage participation. The session focuses on the facilitation skills that neutral facilitators and recorders use to run meetings. The class offers an opportunity to practice those skills in a supportive learning environment. Participants are actively involved in hands-on exercises, including simulations. Training includes:

- Effective communication skills
- Building agendas for more effective meetings
- Meeting challenges (including tips for dealing with difficult behaviors)
- Meeting preparation
- Meeting records

**Prerequisite:** Completed *Communication Skills*.

Apr 27, 29	8:15 a.m. - 4:15 p.m.
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## Handling Difficult Situations in the Workplace

Sometimes at work you come across people who are angry or frustrated. Responding to complaints or disagreements can be difficult but there are proven techniques to help address the challenges and keep them from escalating further. Being able to listen, respond to, and handle these situations in a positive manner can help reduce the frustration and stress you might experience and help address the issues.

This interactive training course will help develop the range of professional interpersonal and communications skills needed to deal confidently with difficult interactions.

Relevant and practical examples, exercises and discussion groups are used to enable trainees to develop the skills to deal with these challenges and address the issues.

In the training you will learn to:

- Sharpen listening skills
- Gather information, under unpleasant circumstances, in order to determine and deal with the real problem
- Defuse anger and build rapport
- Maintain professionalism in stressful situations

**Note:** This session focuses on just a few behaviors and is not intended to address persistent or habitual problems. **Prerequisite:** Completed *Communication Skills*.

Mar 31	8:15 a.m. - Noon
Jun 30	8:15 a.m. - Noon

## Overview of Mediation Skills

The interactive class begins with a definition of mediation, an explanation of when mediation may be appropriate, and a step by step explanation of the process. In exercises, you will practice:

- Using effective listening skills in order to identify interests
- Developing options and alternate ways to help people find their own solutions
- Using mediation techniques in your own dispute

**Note:** This class is designed to *introduce* participants to skills mediators use rather than to train them to be mediators. **Prerequisite:** Completed *Communication Skills*.

May 26

8:15 a.m. - Noon

## Overview of Negotiation Skills

This one-day interactive class is designed to help trainees develop the skills needed to successfully negotiate agreements. Trainees will participate in simulated negotiations to apply principles, practice skills, and build confidence in their negotiating ability.

In the training you will learn to:

- Present and respond to a proposal or counter-proposal
- Uncover needs underlying demands to expose new alternatives
- Use consultative negotiating tactics and deflect adversarial tactics

**Note:** Although this class is not designed to train participants to be professional negotiators, it will provide trainees with an opportunity to learn about some of the skills professional negotiators use. **Prerequisite:** Completed *Communication Skills*.

Mar 16

8:15 a.m. - 4:15 p.m.

## Compassion Fatigue and Building Resiliency

Is compassion fatigue an issue in your life? If you are a professional who works with people who have witnessed trauma, then you may feel some of the symptoms of compassion fatigue. This session addresses how we best can thrive while addressing cases in which people are physically and emotionally distraught. We will discuss the symptoms of compassion fatigue and successful coping techniques.

**Prerequisite:** Completed *Communication Skills*.

Jan 12

8:15 a.m. - 10:30 a.m.

Mar 10

8:15 a.m. - 10:30 a.m.

May 5

8:15 a.m. - 10:30 a.m.

