



# FMCS

# FEDERAL MEDIATION & CONCILIATION SERVICE

**FMCS Institute for Conflict Management**

## Providing Practical, Customized Conflict Training

Are you prepared with the necessary training to meet the real-world challenges of labor-management relations and organizational change?

### What Is the FMCS Institute for Conflict Management?



The FMCS Institute for Conflict Management provides online and classroom training in mediation, arbitration, workplace violence prevention, negotiations, and organizational development. 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.

The FMCS Institute is an approved Society for Human Resource Management (SHRM) Recertification provider and may award SHRM Professional Development Credits (PDCs) for individuals seeking to recertify for SHRM-CP and SHRM-SCP certificates. Many courses are also approved for CLE credit for attorneys.



### What Does the Institute Teach?

For course descriptions and registration go to <https://www.fmcs.gov/services/education-and-outreach/fmcs-institute/> Many courses are developed on a customized basis to address the customers' specific needs and objectives. Contact the Institute at [fmcs\\_institute@fmcs.gov](mailto:fmcs_institute@fmcs.gov) for assistance.

Courses offered on a regular basis.

- ◆ Mediation Skills
- ◆ Negotiation Skills
- ◆ Becoming a Labor Arbitrator
- ◆ Labor Arbitration for Advocates
- ◆ Art and Science of Inquiry

Courses available upon request.

- ◆ Advanced Communication and Leadership
- ◆ Indispensable Elements of Effective Meetings
- ◆ Advanced Neutral Skills
- ◆ Bridging the Gap in Generational Diversity
- ◆ Facilitation Skills



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## Where Are the Courses Offered?

Courses are offered online and at locations throughout the country. For the convenience of our customers, we can offer courses at your worksite or other 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.

## For More Information

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.

For more information about the FMCS Institute, course offerings, locations, and dates, visit our website at [www.fmcs.gov](http://www.fmcs.gov) or call 202-606-3627.

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**“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.”**