



## Telephone Conciliation Training 2018 24-hour training

Tuesday, October 9, 9a.m. – 5p.m., Lewis Creek Visitor Center  
Tuesday, October 16, 9a.m. – 5p.m., Lewis Creek Visitor Center  
Tuesday, October 23, 9a.m. – 5p.m., Bellevue City Hall, Room 1E-112

Are you a natural listener and a good communicator? Do you want to learn skills to help create peace in our community? Are you culturally sensitive? Possibly speak a second language? Do you live or work in Bellevue? Got time?

If so, you are encouraged to apply to become a conciliator with the Bellevue Conflict Resolution Center which helps people in the Bellevue community resolve their conflicts. Conciliators assist callers in understanding their issues, exploring options and developing strategies for problem resolution. In this training, you will learn conflict theory, advanced communication skills, negotiation, coaching, database usage and procedural tools. These skills are useful even if you don't volunteer.

There is no charge for the training. Attendance at all sessions is required. Upon completion, selected attendees are invited to volunteer in our office for a three-hour weekly shift during business hours. Both the training and subsequent volunteering are steps to becoming a future certified mediator with our program.

Please email us at [BCRC@bellevuewa.gov](mailto:BCRC@bellevuewa.gov) to express interest in this training. We will send you details and a registration form when available. Class size is limited. Interviews will follow.

Questions? 425-452-4091

Application deadline is September 28, 2018.