

MEET THE PRESENTERS FOR THIS
ELDER CARE & ADULT
MEDIATION COURSE:

This is a cooperative training program between Houston based **Manouso Mediation & Conflict Resolution Coaching and Training** and San Antonio based **Conflict Connections™, Inc.**

Barbara Sunderland Manouso, Ph.D, M.P.H., , a national and Texas certified guardian and TMCA Texas Credentialed Distinguished Mediator, has been a mediator and trainer since 1993, and is certified as a Texas long-term care ombudsman and conflict coach. She has published articles on elder care mediation and guardianship, and is a popular international lecturer on elder & adult care. She serves at the pleasure of the Texas governor on the statewide Nursing Facility Administrators Advocacy Commission. She is a worldwide leader in elder care mediation.

Patricia "Pattie" Porter, LCSW, President of Conflict Connections™, Inc., is a TMCA – Texas Credentialed Distinguished Mediator, an Advanced Practitioner, and a Certified CINERGY® Advanced Conflict Coach and Coach-Mentor. For the last 15 years, she has provided conflict management services as a trainer, mediator, graphic facilitator, social worker, and conflict coach. She earned her advanced mediation training certificates in both elder care and the Americans with Disabilities Act (ADA) cases, and brings insights and skills into these specialty areas.

Both Manouso and Porter are members of the Texas Mediation Trainers Roundtable and hold leadership positions in the Association of Conflict Resolution.

As part of this training, expert guest lecturers will provide presentations on law and geriatric care. Check the Website for the lecture roster.

Location: This training will be held at
735 West Magnolia,
San Antonio, TX 78212.



**SIGN UP TODAY FOR ELDER & ADULT
CARE MEDIATION TRAINING**

To register for this class , go to:

<http://www.manouso.us/ElderCareMediations.htm>
(daily updates)

Check out the early bird specials!

<http://www.conflictconnections.com>

Phone: (713)840-0828

Phone: (210)880-4440

Email: Mediation@Manouso.US

Email: pmporter@conflictconnections.com

ELDER CARE MEDIATION

*When families need to talk
or problems arise in end of
life care, elder & adult care
mediators can make a very
special, positive difference.*

San Antonio, Texas

September 10th and 11th 2009

*The new horizon in family
mediation: Elder & Adult Care*



Sign up today!

Introduction to Elder and Adult Mediation Training

Manouso Mediation of Houston, in collaboration with Conflict Connections™, Inc. of San Antonio offer a two days-20 hours, course on elder and adult mediation training in San Antonio, TX, on September 10th and 11th.

This course is designed for mediators and interested professionals who work with, or aspire to work, with the elderly, such as lawyers, guardians, psychologists, social workers, certified public accountants, trustees, nurses, hospice workers, geriatric care managers, and nursing home administrators.

Offering continuing education credits from the Texas Guardianship Certification Board: 3 credits for Ethics and 3 credits for Legislative Updates. Find out if CEU are available from your professional group.

Elder care mediation is a natural complement for the practice of many professionals.

The information on Texas Statutes for elders, ethics, and communication skills in dealing with conflict lend themselves to many professional genres.

Become a better-informed professional, so that you can help families have resourceful conversations that helps them make quality elder care decisions on issues involving living arrangements, financial planning, and more.



Elder care mediators help families talk.



This elder care mediation training provides interactive, skills-based training and includes:

- definition of elder mediation and the ways in which elder mediation differs from other mediation skills;
- the importance of intake and ways to make it efficient;
- the dynamics of ageism and bias;
- the aging process and its possible impact on mediation;
- capacity issues to participate in mediation;
- ways to accommodate cognitive impairment or other challenges;
- use of support persons, whether family or friends;
- family dynamics that impair communication;
- recognizing and responding to elder abuse;
- legal and financial issues including guardianship, health care, end-of-life issues, and financial planning.
- examination of ethical considerations including self-determination, necessary participants, ensuring the older person's voice is heard, role of advocates, and
- the development of mediator competence in legislative updates and Texas Statutes.

All participants receive training materials, as well as meals and snacks, included in the registration fee.

Advancing these skills in your practice can be challenging, but we have a blue print for you.

Marketing and public relations is important to promoting your practice. We will spend time on the mechanics of how to incorporate these skills in your everyday practice and how to do client intake and case assessment.



Don't be left out of this informative training!

Sign up today!

Class held at (driving directions on the Website)
**735 West Magnolia, San Antonio, TX
September 10th and 11th, 2009**

Use PayPal or send a check for \$495 to:
Manouso Mediation
21 Briar Hollow Lane, Suite 508
Houston, TX 77027

Take advantage of the \$400 early bird special, if paid before 20 August 2009. Ask about the student special, too!

TRAIN AS AN ELDER CARE MEDIATOR

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