



# CONFLICT RESOLUTION ACADEMY, LLC

## Order Form

GSA Schedule Number: GS02F0044N

ATTN:

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On-Line: [www.conflictresolutionacademy.com](http://www.conflictresolutionacademy.com)  
E-Mail: [conflictacademy@aol.com](mailto:conflictacademy@aol.com)  
By FAX: 770-438-7772  
By Mail: CONFLICT RESOLUTION ACADEMY, LLC  
P. O. Box 72506  
Atlanta, GA 31139

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**BOOK**  
Understanding Conflict – What Are We Fighting For?  
Dr. Richard Voyles \_\_\_\_\_ @ \$12.95= \_\_\_\_\_

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**THE PROCESS**  
Overview of Conflict \_\_\_\_\_ @ \$99.00 = \_\_\_\_\_  
Mediator's Opening Statement Setting the Stage \_\_\_\_\_ @ \$99.00 = \_\_\_\_\_  
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Reconvening Together: Offering Mutual Gains \_\_\_\_\_ @ \$99.00 = \_\_\_\_\_  
Agreement Writing: Empowerment Attained \_\_\_\_\_ @ \$99.00 = \_\_\_\_\_

**ROLEPLAY** \_\_\_\_\_ @ \$99.00= \_\_\_\_\_

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Troubleshooting Techniques and Principles \_\_\_\_\_ @ \$99.00 = \$ \_\_\_\_\_  
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**LEGAL AND ETHICS**  
The Lawyer At the Mediation Table \_\_\_\_\_ @ \$99.00 = \$ \_\_\_\_\_  
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Ethics and Legal Considerations \_\_\_\_\_ @ \$99.00 = \$ \_\_\_\_\_  
Ethics of A Professional Mediator \_\_\_\_\_ @ \$99.00 = \$ \_\_\_\_\_

**SUBTOTAL** \$ \_\_\_\_\_  
Shipping and Handling \$5.00 PER Video\*  
\$3.50 PER Book\*

**TOTAL AMOUNT DUE** \$ \_\_\_\_\_

\* No charge to the Federal Government for Shipping

**METHOD OF PAYMENT**

Checks payable to CONFLICT RESOLUTION ACADEMY, LLC and forwarded to the address shown above with completed order form.

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**QUESTIONS? CONTACT CAROL RICE AT CONFLICT RESOLUTION ACADEMY, LLC**

**CONFLICT IS PRIMARILY A REQUEST FOR COMMUNICATION**