Day 1 Monday, September 11, 2023 9:00 AM to 4:00 PM

Trainers: Josh Hoch, Nnena Odim, Timothy Linnehan

9:00	Welcome / Trainer Introductions / Course Overview & Purposes
	Group Norms
	Participant Introductions
	Conflict Styles
	Dispute Resolution Process Options
	Mediation Overview
	Break
	Principles of Mediation
	Mediation Skills Checklist
	Mediation Demonstration
12:30	*Lunch*
	Goals and skills of the initial joint session
	Mediator's Introduction
2:45	*Break*
	Remarks from a Housing Specialist
	Review of Lessons Learned
4:00	End of Day 1