

**Professional Standard Training 2018  
Wednesday, June 6, 2018**

**LOCATION TO  
BE DETERMINED**

**8:30 am – 3:00 pm  
Lunch will be provided.**

**AGENDA**

**The 2018 Sheboygan Professional Standards Training for committee members will be an interactive day of education.**

**Mediation and Ombudsmen**

What is an ombudsman you ask? As of 2016 every REALTOR® association is required to provide ombudsman services. This year's training will look at mediation, the preferred REALTOR® dispute resolution technique, and the addition of REALTOR® ombudsmen services.

**Ethics**

Training will be interactive training using case scenarios. The morning program will focus on the role of the ethics grievance committee and ethics hearing panels. The participants will process an ethics complaint from start to finish, including drafting findings of fact.

**Arbitration and Procuring Cause**

The afternoon session will look at Article 17 of the Code of Ethics and brokers' duty to arbitrate contractual and certain non-contractual disputes. The training will help participants identify what disputes may be arbitrable and which are mandatory or voluntary. Followed by a discussion about procuring cause.

**Registration:** The 2018 Professional Standards Training is free. Register by June 1, 2018

Name: \_\_\_\_\_

Firm Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

WRA ID #: \_\_\_\_\_