

Mediation Certificate Program – MED

Mediation and dispute resolution are rapidly growing fields of study and sought after skills in the workplace. This comprehensive course provides the core skill sets necessary for the practice of mediation. As it becomes more and more apparent that individuals, families, groups, organizations, communities and nations must begin to work together in peaceful ways for the common good, mediation and dispute resolution are poised to become increasingly popular. In mediation, a neutral third party, termed a mediator, works with both sides of a dispute to have them agree on their own terms, without someone else deciding what is best for them. Students are guided through stages of mediation and how these stages apply to actual case studies of mediation. Students are offered an overview of the nature of conflict and differing styles of human interaction and are asked to explore their unique style of engaging or avoiding conflict and how this might affect their role as a mediator. The course presents an overview of theories of conflict and power, influences of gender and culture and how each helps inform a mediator's interventions. The important skill set of negotiation, including how to apply negotiation techniques, the critical issue of timing, and caucuses and other techniques to deal with impasses in the mediation are presented. The course covers the standards and ethics of this growing profession. Students learn core people skills such as reflective listening, impartiality, reframing, effective communication, and the handling of critical moments.

Type: Vocational

Program Length:

16 Weeks

Program Outcomes

- Identify various conflict resolution processes
- Discuss realistic career opportunities available in the conflict resolution field upon successful completion of this program
- Identify and explain the five stages of mediation
- Write an opening statement effectively
- Illustrate barriers to communication
- Argue negotiation tactics to specific scenarios effectively
- Utilize active listening strategies
- Distinguish between various effective strategies for developing critical thinking and problem-solving skills
- Demonstrate skills for forming mutually acceptable agreements
- Construct an effective mediation agreement
- Interpret ethical issues that may arise
- Write a mediated divorce agreement
- Assemble a marketing strategy for a mediation practice.

Item #	Title	Credit Hours
Orientation	Introduction	0
Conflict Resolution Overview	Lesson 1	25
Mediation History	Lesson 2	25
The Formal Mediation Process	Lesson 3	25
Legal Considerations in Mediation	Lesson 4	25
The Convening Stage	Lesson 5	25
The Opening Statement	Lesson 6	25
Communication & Information Gathering	Lesson 7	25
The Negotiation Stage	Lesson 8	25
Relationship Skills	Lesson 9	25
Problem Solving Skills	Lesson 10	25
Conflict Management Skills	Lesson 11	25
The Closing Stage	Lesson 12	25
Ethics	Lesson 13	25
Professional Family Mediation Skills	Lesson 14	25
Professional Business Mediation Skills	Lesson 15	25
Mediation Practice and Final Exam	Lesson 16	25
	Total credits:	400