

Academic Plan as of Fall 2017

Program Description:

Skills learned in mediation training can be used in almost every aspect of life where there is interaction between two or more people. Companies, individuals, social service providers, and government agencies increasingly turn to mediation as a more cost-effective, expedient way to achieve mutually satisfactory agreements. Classroom training and an in-depth practicum will prepare you to become an effective, neutral third party in a conflict.

A mediator provides a process to help parties better understand each other's perspective and reach a mutually agreeable resolution. The principles of mediation are covered during this interactive five session course. You will learn the facilitative mediation process, and develop active listening skills and effective questioning techniques. Ethical standards in mediation and strategies to work through impasse situations will be introduced, as well as methods to differentiate between position and interest, identify sources of conflict, and write agreements. Following classroom training, an in-depth practicum will include a minimum of three observations, four co-mediations, and, two solo mediations. The practicum will allow you to practice your skills and gain confidence in your ability to conduct mediations.

Program Learning Outcomes:

- Students will be able to facilitate a basic mediation session.
- Students will be able to describe the key characteristics of different communication skills utilized in the mediation process.
- Students will be able to identify conflict resolution styles, describe the key characteristics of applying ethical mediator conduct and be able to demonstrate active listening skills.

Program Requirements:

Students are required to complete the Mediation Training Course to earn 4.0 CEUs

Required Courses:

- Mediation Certificate Application (CM9999)
- Mediation Training Certificate (CM1120)

Prerequisites and Admissions Requirements: