
Academic Plan as of Summer 2021

Program Description:

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. The principles of mediation are covered during this interactive five-session course. You will learn the facilitative mediation process, develop active listening skills, and practice effective questioning techniques. Ethical standards in mediation and strategies to work through impasse situations will be introduced, as will 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 mediate conflict and facilitate difficult conversations. Our partnership with the Neighborhood Justice Center (NJC) creates opportunities for mediation students to observe actual mediation sessions, build experience through volunteer work, and network with professional mediators.

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 Skills Training course, and practicum within 90 days after training (3 observations and 4 co-mediations) to earn the Certificate of Completion in the Mediation Skills Program.

Required Courses:

- Mediation Skills Training (CM1120)

Prerequisites and Admissions Requirements:

None