



CORE MEDIATION

PROFESSIONAL MEDIATOR AND DISPUTE RESOLUTION TRAINING

Students are guided through a stage process 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 will explore their unique style of engaging or avoiding conflict. 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, the critical issue of timing, caucuses, and techniques to deal with impasses in the mediation are presented. The program 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. This course provides the basic credential to become a novice mediator.

Course Topics:

1. Mediation and Advanced Dispute Resolution in Context
2. Conflict Styles
3. Pre-negotiation and Designing Mediation
4. Communication Skills for Mediation
5. Beginning the Mediation
6. Mediator Neutrality and Issues of Power, Gender and Culture
7. Power and the Middle Stages of Mediation
8. Mediation Ethics, Final Bargaining and Agreement

Course Outcome Objectives:

1. Apply advanced dispute resolution skills to conflict situations.
2. Apply concepts of conflict theory to conflict situations at multiple system levels.
3. Apply the mediation process to interpersonal conflict.
4. Analyze the differences between four of the most common mediation approaches.
5. Analyze conflict using the concepts of power theory.
6. Analyze conflict using the concepts of empowerment theory.
7. Increase self-awareness regarding approach and reaction to conflict.
8. Understand the significance of power and culture in mediation.
9. Understand and apply skills for working through impasse in mediation.
10. Demonstrate the ability to identify hidden interests in conflict.
11. Demonstrate the ability to facilitate the resolution of conflict and reach agreement.
12. Demonstrate effective communication and relationship skills in mediation.
13. Articulate and apply ethical standards for practice.
14. Demonstrate a stance of neutrality and impartiality in mediation.