Course Title: Mediation and Dispute Resolution Certificate Training

Course web page: https://www.collin.edu/ce/certificates/cert_b_busmed.html

Course Description: The Mediation and Dispute Resolution Certificate Training is a series that provides necessary education, training and skill development for students to be able to serve as a neutral third party court appointed mediator. Analyze various case studies. Role-play a Mediation Session. These courses will meet the 40-hour exam requirement per Texas State Law Section 154.052. The course will also meet the Standards of the Texas Alternative Dispute Resolution Procedures Act (Texas ADR).

Suggested Course Prerequisite(s):

Materials Needed:

Course Objectives: 1. Understand the various distinct styles of mediation. 2. Understand the mediation process. 3. Employ mediation skills in diverse workplace settings. 4. Create a platform of effective negotiations between management and staff. 5. Explore the basic structure of conflict. 6. Identify types of conflict within the Conflict Tree; Interpersonal, Intra-physics and Structure. 7. Classify conflict styles and sort by a three step process of diagnosis, analysis and strategy. 8. Demonstrate proven strategies to create and foster an environment for negotiation. 9. Comprehend Cognitive Allusions. 10. Employ Standard Practices to help navigate through an issue.

Certification Notes:

Next course recommendation: Family Law Mediation Training

Textbook(s):

Lesson Plan – by week or session
Session 1  INTRODUCTION TO MEDIATION AND DISPUTE RESOLUTION
Session 2  INTRODUCTION TO NEGOTIATION
Session 3  MEDIATION STYLES
Session 4  THE MEDIATION PROCESS
Session 5  UNDERSTANDING CONFLICT
Session 6  COMMUNICATION
Session 7  THE ROLE OF THE MEDIATOR
Session 8  CONDUCTING MEDIATION
Session 9  REACHING SETTLEMENT
Session 10  STANDARD PRACTICES
Session 11  THE APOLOGY
Session 12  SPECIAL SITUATIONS
Sessions 13  GETTING CERTIFIED

Course Sessions: listed are a guideline to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, assignments, and days.
Method of Evaluation: Unless otherwise stated, course completion is evaluated on the basis of attendance. Students must be in attendance 90% of the class time in order to be considered a successful completer of the course.

Students must be in attendance 90% of each course in a certificate series for successful completion and to earn a certificate as specified.

Students must complete all courses (core and no. of elective courses needed) to complete a certificate series within two years from start date of the first course taken.

Americans with Disabilities Act: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student’s responsibility to contact the ACCESS office, SCC-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current Collin Student Handbook for additional information.

http://www.collin.edu/studentresources/personal/studenthandbook.aspx