



Federal Workplace Mediation

Not available after September 19, 2019

The Federal Workplace Mediation Professional Certificate prepares participants to mediate workplace conflicts occurring in federal agencies. Typical cases include mediating between managers and direct reports, mediating between employees, EEO complaints, and other workplace conflicts.

Requirements

Core classes:

- Mediation Skills and Process (prerequisite)
- ADR: Beyond Mediation
- How We Think: Hidden Barriers to Conflict Resolution
- Mediation Practicum (Civil)
- Negotiation Skills
- Preparing Memoranda and Agreements
- Culture and Conflict
- Mediating Complex and Multiparty Civil Cases
- Mediating EEO and Workplace Disputes

Electives (select 4)

- Facilitation and Group Consensus Building
- Solution Focused Problem Solving
- Civility in the Workplace
- Nonviolent Communication
- Building Trust and Overcoming Distrust
- Powerful Coaching
- Dealing with High Emotion Conflict
- Intuitive Reasoning: A Whole Brain Approach to Problem Solving
- SDI for ADR Practitioners



Organizational Development and Conflict Resolution

Not available after September 19, 2019

The Organizational Development and Conflict Resolution Certificate provides participants the skills to support their organizations in managing change, understanding and addressing missing needs, and resolving conflict.

Requirements

Core classes:

- Mediation Skills and Process (prerequisite)
- ADR: Beyond Mediation
- How We Think: Hidden Barriers to Conflict Resolution
- Facilitation and Group Consensus Building
- Negotiation Skills
- Powerful Coaching
- Culture and Conflict
- Solution Focused Problem Solving
- Civility in the Workplace

Electives

- Nonviolent Communication
- Building Trust and Overcoming Distrust
- Mediation Practicum (Civil)
- SDI for ADR Practitioners
- Dealing with High Emotion Conflict
- Intuitive Reasoning: A Whole Brain Approach to Problem Solving