If your work demands finding the solutions to workplace situations or you need to understand the dynamics of a relationship close to home or across the globe, our courses will expand your knowledge, skills and abilities to be successful and effective in understanding others and being understood to produce desired results.

UNM employees may use tuition remission for ALL UNM Continuing Education non-credit classes. Visit ce.unm.edu for more details.

Start with Understanding then Building on the Basics

“Seek first to understand, then to be understood.”
-wise words from Stephen R. Covey

Begin with a one-day workshop or the full professional certificate. Next delve into an intermediate or advanced course that helps you fine tune your skills in mediation, negotiation or alternative dispute resolution. All courses can apply to New Mexico Mediation Association professional certification for mediators.

Class Descriptions

Understanding Conflict and Mediation 101
Conflict is part of everyday life and impacts all relationships. Learn the nature of conflict and basic skills to be effective in difficult situations to have your needs met and the foundations of the mediation process and what it takes to be a third party to help people in conflict find mutually acceptable solutions. Whether you are in pursuit of being a professional mediator or not, this class provides knowledge and understanding of several aspects that influence human behavior in conflict leaving you with the ability to cope with difficult people and difficult situations more effectively. This course will apply toward certification offered by the NM Mediation Association.

Course: 40110 FAA-PFA 8 hours $249
Sep 19 Sa 8:30am-5:30pm

Professional Mediation and Conflict Resolution Specialist
Mediation is a process in which an impartial third party facilitates communication and negotiation and empowers voluntary decision making by the parties to a dispute. Especially at times when people feel that something is unfair, something has been taken or broken that they value. Mediation also serves various purposes; including identify interests, explore and assess possible solutions, and to define and clarify issues. In this certificate, learn the nature of conflict and how to have desirable outcomes by learning and applying the mediation process and follow the ethical professional standards. With the completion of this certificate, you can begin work professionally and continue toward certification offered by the NM Mediation Association. More details are available from our website.

Course: 40126 FAA-PFA 40 hours $985
Sep 19-Oct 18 SaSu 8:30am-5:30pm

Instructor Bio
Marianela (Mari) Gish—is a professional mediator and nationally known trainer. She served on the board of the New Mexico Mediation Association and has won numerous awards for her conflict resolution and mediation programs. She has trained thousands of students, teachers, and professionals in mediation and conflict resolution both nationally and internationally.

Understanding Alternative Dispute Resolution (ADR)
With widespread acceptance in the general public and within the legal profession, ADR offers effective settlements to disputes. Providing flexibility and often collaborative processes that promote greater understanding and cooperation between disagreeing parties. Find out what tools can lead to better solutions.
This is a FREE event.
Course #: 38029 FAA-PFA
Aug 17 M 6:30pm-7:30pm

For more information: Visit our website at ce.unm.edu.
Questions: Contact Loree Nalin, Program Supervisor at lnalin@unm.edu or 505-277-6025.
Quick Facts: Arbitrators, Mediators, and Negotiators [23-1022.00]

<table>
<thead>
<tr>
<th>2012 Median Pay [New Mexico]</th>
<th>$60,450 per year $29.06 per hour</th>
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</thead>
<tbody>
<tr>
<td>Work Experience in a Related Occupation</td>
<td>Less than 5 years</td>
</tr>
<tr>
<td>On-the-job Training</td>
<td>Moderate-term on-the-job training</td>
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<tr>
<td>Number of Jobs, 2012</td>
<td>8,400</td>
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<tr>
<td>Job Outlook, 2012-22</td>
<td>8% - 14% (As fast as average)</td>
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<tr>
<td>Employment Change, 2012-22</td>
<td>2,200 nationwide</td>
</tr>
</tbody>
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Key Skills and Abilities

**Active Listening**—Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Critical Thinking**—Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Judgment and Decision Making**—Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Deductive Reasoning**—The ability to apply general rules to specific problems to produce answers that make sense.

**Inductive Reasoning**—The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

**Problem Sensitivity**—The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Information Ordering**—The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Related job titles

Alternative Dispute Resolution Coordinator (ADR Coordinator), Alternative Dispute Resolution Mediator (ADR Mediator), Arbitrator, Arbitrator, Commissioner, Family Mediator, Federal Mediator, Labor Arbitrator, Mediator, Public Employment Mediator

For more information: Visit our website at ce.unm.edu. Questions: Contact Loree Nalin, Program Supervisor at lnalin@unm.edu or 505-277-6025.