



6 Easy Ways to Register



ONLINE

ce.unm.edu



EMAIL

ceregistration@unm.edu



PHONE

505-277-0077 Option 1
M-F, 8:00am-5:00pm
Most credit cards accepted.



MAIL

UNM Continuing Education
Attn: Registration
MSC07 4030
1 University of New Mexico
Albuquerque, NM 87131-0001



FAX

505-277-1990
Fax/Mail instructions:
see website.



IN PERSON

M-F, 8:00am-5:00pm
UNM Continuing Education
1634 University Blvd. NE
South Building, Room 101
(just north of Indian School)

Tuition Remission Benefit

UNM employees may use tuition remission for most UNM Continuing Education non-credit classes.



CONTINUING
EDUCATION

ce.unm.edu

Mediation Certificate—40 contact hours

Introduction to Conflict Resolution

Shift your relationship to conflict and respond appropriately to create win-win situations resulting in improved relationships at work, home and community. Learn the basic dynamics of conflict, including the social and cultural influences in how individuals approach conflict management. Acquire the basic communication skills to navigate through conflict. Use your knowledge of diversity and cultural factors for effective results. **NAADAC approved for 8 hours.**

Course: 40110	8 hours	\$195
Fall 2018	Sa	8:30am-5:30pm
Marianela Gish		

Introduction to Mediation 101

Learn this alternative dispute resolution process and the fundamental skills set to be a mediator. A mediator is a “neutral third party” who is able to facilitate others in resolving their conflicts while being equally supportive of all parties involved. Discover the role that emotions play in the dynamics of conflict and be effective in managing the differing personalities and individual styles of communication and mediation and achieve WIN-WIN productive and lasting solutions. **NAADAC approved for 8 hours. Prerequisite:** Course 40110.

Course: 40111	8 hours	\$195
Fall 2018	Su	8:30am-5:30pm
Marianela Gish		

Professional Mediation and Practice

This is an in-depth look of the mediation process. Practice the skills necessary to be an effective “neutral third party”. Gain understanding and application of the mediation process to have the foundation to start your entry level professional mediation practice or become part of court system programs. Learn how to build trust, help disputants come up with productive solutions read body language and verbal clues, to assess progress and de-escalating conflict. Also, discover methods of creating an enjoyable, low-stress atmosphere for negotiation and ways to avoid falling into common negotiation and mediation pitfalls. Understanding and applying ethics for mediators will be included in this course. This is part of the 32hrs Mediation Certificate. **Prerequisite:** Course 40110 and 40111.

Course: 40113 SUA-PD	24 hours	\$595
Jun 8-10	FSaSu	8:30am-5:30pm
Marianela Gish		

NAADAC approved trainings: The 3 certificate courses are approved for Professional Training hours (CEUs) for counselors and social workers.



“Start your new career here!”

SEE NEXT PAGE >

Mediation & Conflict Resolution

UNM Staff, Faculty and Retirees:

Use your Tuition Remission:

Fees up to \$2,626.88 for Fall, \$2,626.88 for Winter & Spring, \$1,313.44 for Summer may be applied to Professional Development courses.

Questions about this benefit?

Visit us online at:

<http://ce.unm.edu/TR>

or call the benefits office at (505-277-MyHR).

To register, send completed forms for registration & tuition remission to ceregistration@unm.edu or come by our registration office, located at 1634 University Blvd. NE (just north of Indian School).

Mediation and Conflict Resolution Specialist Certificate

64 contact hours, Mediation certificate 40 hours counts part of the 64 hours

Alternative Dispute Resolution (ADR) in the Workplace

Reduce the time spent for everyday complaints that interfere with performance and productivity of your teams. Minimize or address in a timely manner potential escalations of discrimination complaints, ADA compliance, OSHA and rapidly rising issues of bullying and harassment. Learn to design Alternative Dispute Resolution systems to address all of these issues. This advanced certificate will focus on building trust, communication and cooperation in the workplace.

Prerequisite: Professional Mediation and Conflict Resolutions Specialist or equivalent 40 hour foundations training.

Course: 40128
Fall 2018
Marianela Gish

24 hours
F Sa Su

\$595
8:30am-5:30pm



CONTINUING
EDUCATION

ce.unm.edu

More information: bizskills@unm.edu | 505-277-6033 | ce.unm.edu