

# MEDIATION & CONFLICT RESOLUTION

## 6 Easy Ways to Register

### Online

ce.unm.edu

### Phone

505-277-0077, Option 1  
M-F, 8am-5pm

### Email

ceregistration@unm.edu

### 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, 8am-5pm  
UNM Continuing Education  
1634 University Blvd. NE  
(just north of Indian School)

## Tuition Remission Benefit:

UNM employees may use tuition remission for most UNM Continuing Education non-credit classes. Visit [ce.unm.edu/TR](http://ce.unm.edu/TR) for more details.



# UNM

## Continuing Education

[ce.unm.edu](http://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 SUA-PD	8 hours	\$195
Oct 28	Sa	8:00am-5:50pm
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 SUA-PD	8 hours	\$195
Oct 29	Su	8:00am-5:50pm
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
Nov 3-5	FSaSu	8:00am-5:50pm
Marianela Gish		

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

## Mediation InfoSeries **FREE**

Course: 41111 SUA-PD	Mediation: What's your problem?
1 session	Jun 6 Tu 6:30pm-7:30pm

Course: 41111 SUB-PD	Mediation: Understanding Alternative Dispute Resolution
1 Session	Jul 13 Th 6:30pm-7:30pm

Course: 41111 SUC-PD	Mediation: Neurophysiology of Conflict
1 session	Aug 17 Th 6:30pm-7:30pm

Discount information will be given at these free sessions.

**Classes continued on next page**

**More information:** [ce.unm.edu](http://ce.unm.edu) | [bizskills@unm.edu](mailto:bizskills@unm.edu) | 505-277-6033

# MEDIATION & CONFLICT RESOLUTION



## Child Custody and Family Matters Mediation Certificate NEW

60 contact hours, Mediation certificate 40 hours counts part of the 60 hours

### Domestic Relation Mediation

Take your basic mediation skills to the next level and apply the mediation process in the context of the New Mexico courts system in regards to domestic matters.

Our focus will be on the following topics:

- Parties relationship to each other and future parenting
- Child custody and support obligations
- Decision of property
- Domestic violence dynamics

Prerequisites: 40 hours mediation certificate training required

Course: 40115 SPA-PD	20 hours	\$595
Oct 14-15	Sa Su	8:00am-6:00pm
Marianela Gish		

## 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 FAA-PD	24 hours	\$595
Sep 8-10	F Sa Su	8:30am-5:30pm
Dec 1-3		
Marianela Gish		

### Transformative Negotiation

Transform your negotiating to create realistic goals and positive outcomes. A holistic approach of interacting with people in professional and personal settings. Transformative negotiation uses mindful methods to listen and speak effectively; prepare for negotiations by narrowing the gaps (cultural, linguistic, gender); apply leverage properly; and reduce emotionalism (and other blocking mechanisms) in negotiations.

Course: 40130 SUA-PD	10 hours	\$199
Oct 3-17	T Th	5:30-7:30pm
Michele Huff		

## UNM Staff, Faculty and Retirees:

### Use your Tuition Remission:

Fees up to \$2,449.12 for Fall, \$2,449.12 for Winter & Spring, \$1,224.56 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](mailto:ceregistration@unm.edu) or come by our registration office, located at 1634 University Blvd. NE (just north of Indian School).

## More Information:

- [ce.unm.edu](http://ce.unm.edu)
- [bizskills@unm.edu](mailto:bizskills@unm.edu)
- 505-277-6033



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