Class Descriptions

**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 Resolution Specialist or equivalent 40 hour foundations training.*

**Course:** 40128 SPA-PD 24 hours $595

**June 3-5** FSaSu 8am-5pm

*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 10 hours $199

**Apr 19-May 3** TTh 5:30-7:30pm

*Michele Huff*

**Instructors**

*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.

*Attorney Michele Huff* has negotiated on behalf of Fortune 500 companies, startup companies, and government entities as well as hundreds of individual clients. She is Senior Associate University Counsel in the UNM Office of University Counsel for research, technology, and intellectual property. Ms. Huff was named 2014 “Woman of Influence” by Albuquerque Business First magazine.

*Lucio Lanucara* studied in Italy, Ireland and the United States, obtaining graduate and postgraduate degrees focused on competition law, international law, and business. He has published extensively on competition law, private international law, and railway law, and lectured at universities in Italy and in the United States. Mr. Lanucara is Senior Fellow and UNM faculty member for Anderson School of Management & the Department of Political Science.

*For more information:* Visit our website at ce.unm.edu.

*Questions:* Contact Loree Nalin, Program Supervisor at lnalin@unm.edu or 505-277-6025.
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
- Mediator
- Commissioner
- Labor Arbitrator
- Public Employment Mediator

Global Relations Certificate (40155 – 40157)

The world is shrinking. Not literally but in the reach and speed that we communicate with others around the world. No longer are we limited by place in business, education or social relations. It takes more than a degree to be successful as a business or communication professional. The "soft-skills" we develop along the way will set realistic goals and improve our relationship close to home or around the globe. Let Lucio Lanucara show you the keys to having meaningful conversations or leveraging connections for a beneficial outcome.

The Global Relations certificate has 3 courses for a total of 37 hours. Having the foundations of a 40-hour mediation and conflict resolution training is recommended. This certificate is beneficial for multi-national workgroups or project managers, legal professionals, supervisors and managers, HR personal and anyone with a desire to build a diverse platform for effective management and teamwork.

- Expanding Global View When Culture Cross (40155) 12 hours $295
- Building Trust by Removing Boundaries (40156) 9 hours $249
- Setting Boundaries on a Solid Foundation (40157) 16 hours $395

Lunch and Learn Workshops

Spend the day focused on a relevant topic to communication, mediation and resolving conflicts even before they begin. Lunch is provided and opportunities to informally network or continue the discussion in a relaxed atmosphere. Join Marianela Gish as she breaks down the issues surrounding conflict or shares practical ways to grow your mediation business.

- Professional Mediation Business Practice (40145) 40 hours $195
  - May 6 F 8:30am-5:30pm
  - Instructor: Marianela Gish
- Conflict Literacy (40145) 9 hours $195
  - Apr 22 F 8:30am-5:30pm
  - Instructor: Marianela Gish

Neurophysiology of Conflict

Course #: 38029 SPA-PD FREE Monday 5:30pm-6:30pm

Quick Facts: Arbitrators, Mediators, and Negotiators [23-1022.00]

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

Job Statistics from O*Net http://www.onetonline.org/link/summary/23-1022.00

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