Intermediate & Advanced Certificates

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 WIA-PD
24 hours
MAR 3-5
F Sa Su
8:30am-5:30pm
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
JUN 13-27
T Th
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.
**Professional Mediation and Conflict Resolution Specialist Certificate**

Note: This certificate has been restructured into two courses (40110 & 40126). Taking both levels qualifies you for the 40-hour master certificate.

**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 is the first course to complete the full 40-hour Professional Mediation and Conflict Resolution Specialist certificate.

Course: 40110 SPA-PD 16 hours $395
Apr 1-2 Sa Su 8:30am-5:30pm
Marianela (Mari) Gish

**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. This is the second course to complete the full 40-hour Professional Mediation and Conflict Resolution Specialist certificate. Prerequisite: Course 40110 or equivalent education or instructor approval.

Course: 40126 SPA-PD 24 hours $595
Apr 21-23 F Sa Su 8:30am-5:30pm
Marianela (Mari) Gish

**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.

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.

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

Use your Tuition Remission:
Fees for up to 3 credit hours per calendar year 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).