Mediation & Conflict Resolution
Intermediate & Advanced Classes and Certificates

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.

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 Resolutions Specialist or equivalent 40 hour foundations training.

Course: 40128 FAA-PFA
24 hours
Nov 21-22 & Dec 12-13 SaSu
9am-4pm

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 FAA-PFA
10 hours
Oct 27-Nov 10 TTh
6pm-8pm

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).

Global Relations Certificate

37 hours

The Expanding Global View when Culture Cross
Influences of regional and local traditions, philosophical foundations and religion traditions set the stage for negotiation and mediation. Recognize specific character traits across cultures of different countries/civilizations to effectively communicate shared goals. The specific problems found in the US culture in addressing different cultures will be also considered. Next the attention will switch on the relation between these elements and the individual level of relations and on the corporate culture of the organizations involved. Finish up with the distribution and discussion of a matrix, which summarizes the main issues that should be considered and understood when preparing for, and conducting negotiations on international issues. Learn to use the matrix to apply the concepts developed during the course.

Course: 40155 FAA-PFA 12 hours $295
Aug 21–Oct 2  F  5pm-8pm
Lucio Lanucara

Building Trust by Removing Barriers
Find common ground on different levels of connection; drawing a difference between the approach to individuals deeply entrenched in their culture and those belonging to the “international community”. Identify cultural and personal barriers that once could hinder international negotiations, to now begin the process of building understanding and trust. This course will focus on how to approach the differences, identify who belongs to a transnational culture, and recall character traits across cultures discussed in “The Expanding Global View when Cultures Cross” course with specific attention given to language issues. Maximize the impact of English with non-native speakers. Often common word choice has a potential to be distorted and with words acquiring secondary hidden meanings or idioms and slang usage. The last session will be entirely dedicated to interactive simulation of the dynamics described in the course.

Course: 40156 FAA-PFA 9 hours $249
Oct 16–Nov 13  F  5pm-8pm
Lucio Lanucara

Coming this winter—
Setting Boundaries on a Solid Foundation
16 hours in 2 weekend sessions
Lucio Lanucara

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012 Median Pay [New Mexico]</td>
<td>$60,450 per year $29.06 per hour</td>
</tr>
<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>
</tr>
<tr>
<td>Number of Jobs, 2012</td>
<td>8,400</td>
</tr>
<tr>
<td>Job Outlook, 2012-22</td>
<td>8% - 14% (As fast as average)</td>
</tr>
<tr>
<td>Employment Change, 2012-22</td>
<td>2,200 nationwide</td>
</tr>
</tbody>
</table>

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

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