

BUSINESS AND INFORMATION TECHNOLOGY

Training Solutions for Business and Industry

MEDIATION AND CONFLICT MANAGEMENT

Fall 2011

40-HOUR BASIC MEDIATION COURSE

This 40-hour interactive and experiential training offers you a how-to guide for conducting mediations of various types of conflicts. An introduction to conflict theory assists you in exploring your own conflict style and how that may help or hinder the process. You will learn and practice the 7-Step Mediation Model and will learn how to handle anger, listen strategically, balance power, and write agreements. This course fulfills the requirements for Rule 17 of the Maryland Rules of Procedure for Alternative Dispute Resolution. This course is approved for 40 CEUs from the Maryland Board of Social Work Examiners. Tuition waiver applies; seniors pay fee only.

Course: MGT315 **40 Hours**
\$400 + \$369 fee = \$769; Non-Md. residents add \$350

Rockville Campus

CRN#: 26360 6 Sessions
9/23–10/2 F,S,U
212/214 SB 5:30–9:30 p.m. (F)
213/214 SB 8:30 a.m.–5 p.m. (S,U)

Class meets on the following days only 9/23 in room 214 SB, 9/24 and 9/25 in room 213 SB, 9/30 in room 212 SB, and 10/1 and 10/2 in room 214 SB.

ADVANCED MEDIATION COURSE

For experienced mediators or for those that have finished basic mediation course.

ADVANCED AGREEMENT WRITING

How many of us have taken mediation training, gotten to the end, and realized that we just did not have much time to really get into the nitty-gritty of agreement writing? Or, how many of us have been involved in a successful mediation only to spend the next day saying, “The agreement did not address this” or “they forgot to put in a time frame for that.” In this interactive class, the focus is on the details. Participants will flesh out the who, what, where, when, and how of the agreement. They will learn how to do effective reality testing, examine temporary measures, and help parties craft agreements that last. The course will feature plenty of exercises, role plays, and mock-agreement writing. Tuition waiver applies; seniors pay fee only.

Course: MGT313 **8 Hours**
\$199 + \$56 fee = \$255; Non-Md. residents add \$140

Rockville Campus

CRN#: 26363 2 Sessions
11/1–11/3 T,R
216 CC 5:30–9:30 p.m.

ADVANCED LISTENING FOR MEDIATORS

So you’ve taken “I” messages. Now is the time to really open your ears, eyes, mind, and heart and listen holistically. During this class, you will practice listening strategically and directive-ly, learn how to listen with body and mind, and how to let the speaker know they have been heard. This course is filled with exercises and simulations that encourage you to practice what you’ve learned in real time. Tuition waiver applies; seniors pay fee only.

Course: MGT377 **4 Hours**
\$99 + \$30 fee = \$129; Non-Md. residents add \$120

Gaithersburg Business Training Center

CRN#: 26387 1 Session
10/15 S
402 9 a.m.–1 p.m.

NEW BASIC ETHICS FOR MEDIATORS


This course provides an overview of the Maryland Rules of Civil Procedure. Title 17, concerning ethical standards of behavior for mediators. Gain a basic understanding of mediator ethics through discussion of hypothetical and actual cases. This course satisfies the annual ethics training requirement of the Maryland Program for Mediator Excellence.

Course: MGT375 **2 Hours**
\$20 + \$10 fee = \$30; Non-Md. residents add \$30

Rockville Campus

CRN#: 26380 1 Session
11/8 T
213 CC 7–9 p.m.



 **Montgomery College**
Workforce Development & Continuing Education
240-567-5188
www.montgomerycollege.edu/wdce

CULTURE AND CONFLICT FOR MEDIATORS

This class will present how conflict is handled in different cultures throughout the world, with special emphasis placed on those cultural groups who have a substantial presence in the United States. Explore if and how mediation is practiced in these cultures. The facilitative mediation model, commonly used in the United States, will be examined for cultural biases. Participants will gain a better understanding of the role that culture plays in mediation. The workshop will feature mini-lectures interspersed with discussions, exercises, and role plays. Tuition waiver applies; seniors pay fee only.

Course: MGT312 **8 Hours**
\$199 + \$56 fee = \$255; Non-Md. residents add \$140

Gaithersburg Business Training Center

CRN#: 26361 2 Sessions
10/25–10/27 T,R
402 5:30–9:30 p.m.

NEW GETTING PAST IMPASSE IN MEDIATION

Have you ever had problems with a group in a mediation session getting stuck and walking away from the table despite your best efforts? This course gives mediators new tools and techniques they can use to get parties talking again. You will learn how to change course in a mediation, when to caucus, and when to take breaks. Learn how to ask questions that cut to the core of the conflict and get parties moving. You will also learn to recognize when to end a session. Learning will occur through discussions, case studies, and role plays. Tuition waiver applies; seniors pay fee only.

Course: MGT378 **4 Hours**
\$99 + \$30 fee = \$129; Non-Md. residents add \$120

Gaithersburg Business Training Center

CRN#: 26388 1 Session
11/12 S
401 9 a.m.–1 p.m.

HOW TO MANAGE CONFLICT IN THE ORGANIZATION

This course equips you with the strategies, tactics, and insights you need to gain control of tough conflict situations. Discover how to spot potential interpersonal conflicts, and defuse them before they flare up. Understand how, when, where, and why to apply the five favored conflict resolution approaches, and develop the insight and intuition to make them work. Tuition waiver applies; seniors pay fee only.

Course: AMA041 **8 Hours**
\$163 + \$96 fee = \$259; Non-Md. residents add \$140

Gaithersburg Business Training Center

CRN#: 26279 1 Session
10/14 F
401 8:30 a.m.–5 p.m.

NEW THE BOOK OF YOU: MEDIATOR SELF-AWARENESS

This course is a must for mediators who want to go deeper into their practice to gain a real understanding of oneself and what drives them to act and react at the mediation table. You will create a cultural autobiography that unearths how family of origin “did” conflict, and goes from surface to deep culture, from skin color to belief systems to discourse communities to how you look at proper table etiquette—and much more. No previous art, writing, or singing experience required—just a willingness to take a good long hard honest inward look. Tuition waiver applies; seniors pay fee only.

Course: MGT379 **4 Hours**
\$99 + \$30 fee = \$129; Non-Md. residents add \$120

Gaithersburg Business Training Center

CRN#: 26389 1 Session
12/6 T
404 5:30–9:30 p.m.

NEW WHAT YOU BRING TO THE TABLE: THE IMPACT OF CONFLICT STYLES ON MEDIATION


You will take the Thomas-Kilmann Conflict Mode Instrument to determine your preferred conflict resolution style: Avoid, Accommodate, Compete, Compromise, or Collaborate. Learn how well your preferred style works in different situations, including the mediation table, and when it may be necessary to use a different style. Most importantly, you will learn to recognize the different styles that mediation participants bring and how to work effectively with these styles. Tuition waiver applies; seniors pay fee only.

Course: MGT376 **4 Hours**
\$99 + \$30 fee = \$129; Non-Md. residents add \$120

Gaithersburg Business Training Center

CRN#: 26381 1 Session
10/5 W
401 5:30–9:30 p.m.

For more information contact:
Transcie Almonte
at (240) 567-3828 or e-mail:
transcie.almonte@montgomerycollege.edu.

 **Montgomery College**
Workforce Development & Continuing Education
240-567-5188

<http://www.montgomerycollege.edu/wdce/bits/conflictmanagement.html>

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