

MONTGOMERY COLLEGE

MEDIATION & CONFLICT MANAGEMENT

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 hours from the Maryland Board of Social Work Examiners, students must attend 100% of the class hours to receive their certificates.

Course: MGT315 **40 Hours**
\$425 + \$500 fee = \$925; NMR add \$400
Germantown Campus
CRN#: 24921 5 Sessions F S U
11/6-11/15 8:30 a.m.-5:30 p.m.

Overview of Mediation

Are you interested in learning how mediation may be used to resolve conflicts you, your family or friends may be having with spouses, ex-spouses, neighbors, contractors, businesses, homeowners' associations, etc? Or are you thinking of becoming a mediator, but want to find out more before committing to a 40-Hour Basic Mediation course? If so, this 2-hour online course may be right for you. Topics covered include a definition of mediation, where mediation is used, how it works, an overview of the 7 Step Facilitative Mediation Process, positions vs. interest and importance of reflective listening. Short lectures, discussions and exercises will be used throughout the course to make sure the session is both educational and entertaining.

Course: MGT624 **2 Hours**
\$50 + \$45 fee = \$95; NMR add \$50
Structured Remote
CRN#: 24931 1 Session W
10/21 7-9 p.m.

Note: This course is delivered via Zoom. To fully participate, students must have access to a computer (desktop, laptop, or iPad) with a camera and microphone.

TWA Tuition Waiver Applies
NMR Non Maryland Resident Fee

Advanced Mediation Skills

Has it been a while since you took your 40-Hour Basic Mediation course or since you last mediated? Need a boost to your mediation mojo? Or do you need the 4-hours annual mediation training required by the courts and/or the 2-hours of required mediator ethics training? Whatever the reason, this 4-hour online course is for you! Brush up and sharpen your mediation skills through short lectures, discussions, case studies, and games. Emphasis will be placed on the effects of cultural differences in mediation, cultural biases of the facilitative mediation model, and mediator ethics. The 2-hour ethics component will highlight the new MD Standards and Conduct for Mediators and will feature a fun-filled game to test your knowledge of mediator ethics. *Prerequisite: 40-Hour Basic Mediation course/training. TWA*

Course: MGT266 **4 Hours**
\$100 + \$80 fee = \$180; NMR add \$120
Structured Remote
CRN#: 24920 2 Sessions M W
12/7-12/9 7-9 p.m.

Note: This course is delivered via Zoom. Students must have access to a computer/laptop, iPad with a camera and microphone to fully participate in this course. Smartphones may be used for audio but will not be able to access the detailed graphics used in the course.

For more information contact:

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