

# MONTGOMERY COLLEGE

## MEDIATION & CONFLICT MANAGEMENT

Workforce Development and Continuing Education | Spring 2024

### 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 + \$40 = \$90; NMR add \$50

**Online: Structured Remote**

CRN#: 33666      1 Session    W  
3/13                      7-9 p.m.

### 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 certificate. TWA

**Course: MGT315** **40 Hours**

\$425 + \$500 fee = \$925; NMR add \$400

**Online: Structured Remote**

CRN#: 33660                      6 Sessions      S U  
4/6-4/21                              8:30 a.m.-4:30 p.m.

For more information contact:  
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\*TWA – Tuition Waiver Applies  
\*NMR – Non-Maryland Residents



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