



CERTIFICATE IN CONFLICT RESOLUTION: SPECIALIZATION IN MEDIATION/THIRD-PARTY INTERVENTION

This specialization gives you in-depth knowledge and skills in formal and informal mediation as well as other forms of third-party intervention.

If you are considering a career as a private-practice mediator, the training hours gained in this specialization can be applied towards admission to the BC Mediator Roster. They can also be applied towards certification by practitioner organizations and participation in the Court Mediation Practicum Program.

This 252-hour (36 training days) program is worth 18 credits and culminates in a Certificate in Conflict Resolution: Mediation/Third-Party Intervention Specialization upon successful completion of all course hours and the final evaluation component.

WHO SHOULD TAKE THIS?

- People who, either formally or informally, perform mediation and third-party intervention in their job
- Those considering practicing mediation as a private practitioner or within an organization (respectful workplace advisor, harassment advisor, HR practitioner, conflict management professional or union representative)
- The courses and certificate are open to anyone

THE EXPERIENCE:

- Learn the foundations of collaborative conflict resolution with a focus on facilitating conflict situations
- Apply this understanding and knowledge in a structured process to assist others in resolving conflict
- The program electives allow you to specialize and deepen your learning in a variety of contexts related to mediation
- Your learning will culminate in a written and practical assessment of your learning, skills and abilities

LEARNING FORMAT:

- The certificate program is a total of 252 hours or 36 days of training (comprising a number of required and elective courses) and an assessment
- You can take courses individually on a one-off basis or complete the entire certificate
- Learn at your own pace – take courses when they fit your schedule

Learn more about our programs and courses at jibc.ca/conres

We also offer customized training at your workplace. Contact us to find out how.

CERTIFICATE IN CONFLICT RESOLUTION: SPECIALIZATION IN MEDIATION/THIRD-PARTY INTERVENTION

CURRICULUM AT A GLANCE

REQUIRED COURSES (12.5 CREDITS)

- Foundations of Collaborative Conflict Resolution: Workplace Focus - CRES-1101 - OR- Foundations of Collaborative Conflict Resolution - CRES-1100 (1.5 credits)
- Negotiation Skills Level I - CRES-1170 (1.5 credits)
- Mediation Skills Level I - CRES-1180 (1.5 credits)
- Dealing with Anger - CRES-1190 (1.5 credits)
- Negotiation Skills Level II - CRES-1270 (2.5 credits)
- Mediation Skills Level II - CRES-1280 (2.5 credits)
- Theoretical Foundations of Dispute Resolution - CRES-1150 (1.5 credits online)-or- Integrating Conflict Theory and Practice - CRES-1152 (1.5 credits)
- Assessment: Specialization in Mediation/Third-Party Intervention - CRES-1560

ELECTIVE COURSES (CHOOSE ANY 5 CREDITS)

- Asserting Yourself in Conflict Situations - CRES-1305 (1 credit)
- Building Your Communication Toolbox - CRES-1302 (1 credit)
- Managing the Hostile Individual - CRES-1308 (1 credit)
- Balancing Empathy and Assertion - CRES-1472 (1 credit)
- Managing the Conflict Within - CRES-1473 (1 credit)
- The Art of Reframing - CRES-1408 (0.5 credits)
- Asking Better Questions - CRES-1404 (0.5 credits)
- Civil Procedure - CRES-1411 (1 credit)
- Dealing with Defensiveness in Conflict - CRES-1405 (1.5 credits)
- Defining Issues & Setting the Agenda - CRES-1401 (1 credit)
- Dynamics of Power - CRES-1406 (1.5 credits)
- Identifying Control & Abuse in Pre-Mediation - CRES-1474 (1 credit)
- Conflict Dynamics in Groups - CRES-1210 (1 credit)
- Resolving Conflict in Groups Level II: Effective Team Dynamics - CRES-1452*
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work - CRES-1200 (1.5 credits)
- Separate Meetings: Pre-Mediation & Caucusing - CRES-1409 (1 credit)
- Shifting from Positions to Interests - CRES-1402 (1.5 credits)
- Ethical Dilemmas for Mediators in British Columbia - CRES-1298 (1 credit)
- Mediation Skills Level III - CRES-1495 (1 credit)
- Preparing for Your Mediation Assessment (Reality Check) - CRES-1491 (0.5 credits)

* Only offered at University of Calgary

GENERAL ELECTIVES (CHOOSE ANY 0.5 CREDITS)

Choose your remaining credits from any conflict resolution course. You may use also the Lead Yourself First (LEAD-1100) and Leading Through Relationships (LEAD-1101) courses for general elective credit in this certificate.

HOW TO APPLY?

Admission Requirements: These courses and certificate are open to anyone. There is a \$125 non-refundable certificate enrolment fee.

For more information and to download an application:

jibc.ca/conres
conres@jibc.ca
604.528.5608

 JIBC: Justice Institute of British Columbia

 @JIBCnews



**JUSTICE
INSTITUTE**
of BRITISH COLUMBIA

715 McBride Boulevard
New Westminster, BC V3L 5T4
Canada

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator recognized nationally and internationally for innovative education in justice, public safety and social services.