

**Certificate in Conflict Resolution: Specialization Mediation/Third Party
Intervention**

Program Requirements as of September 1, 2021

Total 18 credits

This program is being discontinued and is closed to enrolment. Learners will have until August 31, 2023 to complete the program requirements.

REQUIRED COURSES (12.5 credits)

CRES-1100 Foundations of Collaborative Conflict Resolution (1.5 credits). Either **CRES-1100** or **CRES-1101** Foundations of Collaborative Conflict Resolution Workplace Focus (1.5 credits) will be accepted.

CRES-1105 Navigating Intense Emotions in Conflict (1.5 credits) *formerly CRES-1190 Dealing with Anger*. Either CRES-1190 or CRES-1105 will be accepted.

CRES-1150 Theoretical Foundations of Dispute Resolution (1.5 credits) or **CRES-1152** Applying Theory to Conflict Resolution (1.5 credits). Either CRES-1150 or CRES-1152 will be accepted.

CRES-1170 Negotiation Fundamentals (1.5 credits) *formerly CRES-1170 Negotiation Skills Level 1*.

CRES-1181 Mediation Fundamentals (1.5 credits) *formerly CRES-1180 Mediation Skills Level 1*. Either CRES-1180 or CRES-1181 will be accepted.

CRES-1270* Advanced Negotiation: Problem Solving Under Pressure (2.5 credits) *formerly CRES-1270 Negotiation Level 2*.

CRES-1410* Advanced Mediation (2.5 credits) *formerly CRES-1280 Mediation Level 2*. Either CRES-1280 or CRES-1410 will be accepted.

CRES-1560 Assessment Certificate in Conflict Resolution Specialization in Mediation/Third Party Intervention

ELECTIVES (CHOOSE ANY 5 CREDITS)

CRES-1106* Understanding Power, Privilege and Conflict (1.5 credits) **NEW**

CRES-1131 Conflict Coaching Fundamentals (1.5 credits) *formerly CRES-1131 Conflict Coaching Level 1*

CRES-1200 Resolving Conflict on the Front Line: Leadership at Work (1.5 credits)

CRES-1210* Conflict Dynamics in Groups (1.0 credits)

CRES-1231 Advanced Conflict Coaching (1.5 credits) *formerly CRES-1231 Conflict Coaching Level 2*

CRES-1298* Ethical Dilemmas for Mediators (1.0 credits)

ELECTIVES (CHOOSE ANY 5 CREDITS)

CRES-1311 Communicating in Conflict: Strategies and Skills (1.5 credits) **NEW**

CRES-1402* Shifting to Interests and Beyond (1.5 credits)

CRES-1404* Asking Better Questions (0.5 credits)

CRES-1408* The Art of Reframing (0.5 credits)

CRES-1411 Civil Procedure (1.0 credit) (online)

CRES-1473* Managing the Conflict Within (1.0 credits)

CRES-1491 Preparing for Your Mediation Assessment (0.5 credits)

CRES-1495 Mediation Skills Level 3 (1.0 credits)

CRES-1717 De-escalating Hostility (0.5 credits) **NEW**

Discontinued Electives – no future class dates

The following courses have been discontinued. If you have taken these courses in the past, you can use these towards your elective credits.

CRES-1302 Building Your Communication Toolbox (1.0 credits)

CRES-1305 Asserting Yourself in Conflict Situations (1.0 credits)

CRES-1308 Managing the Hostile Individual (1.0 credits)

CRES-1401 Defining Issues & Setting the Agenda (1.0 credit)

CRES-1405 Dealing with Defensiveness in Conflict (1.0 credits)

CRES-1406 Dynamics of Power (1.0 credits)

CRES-1407 Negotiating with Difficult People (1.0 credits)

CRES-1409 Separate Meetings: Pre-Mediation and Caucusing (1.0 credits)

CRES-1452 Resolving Conflict in Groups Level 2 (1.5 credits)

CRES-1472 Balancing Empathy and Assertion (1.0 credits)

CRES-1474 Identifying Control and Abuse in Pre-Mediation (1.0 credits)

GENERAL ELECTIVES (0.5 CREDITS)

LEAD-1100 Lead Yourself First (1.5 credits) - Can use 0.5 credits from this course or any other conflict resolution course.

*Program Enrolment Required