

SUMMARY OF TRAINING HOURS

Total Online (Self-Paced) Training Hours	16
Total Instructor Led Training Hours	23
Self-Study/Homework	2
Total Training Hours	41

ONLINE (SELF-LED) COURSES:

COURSE NAME	LEARNING OBJECTIVES	# OF MINUTES
Module One (Foundations of a Conflict Leader 1.0 and 2.0):	<i>Introduction of Alternative Dispute Resolution</i> <ul style="list-style-type: none"> • Definition of Conflict and Dispute • Methods of Conflict Resolution • Definition of Mediation • History of Mediation • Overview of ADR Legislation • Difference in 3rd Party Roles • Court Systems and Procedures • Benefits of Mediation Process • Issues that Can be Mediated • Issues that Cannot be Mediated 	180
Module Two:	<i>The Mediation Process</i> <ul style="list-style-type: none"> • Mediator Objective • The Role of a Mediator (Mock Mediation Video) • Mediation Procedure Overview • Opening and Structuring the Mediation • General Sessions v. Caucus Sessions • Introductory Statements • Gathering and Exchanging Information • Issues and Problem Clarification • Generating Options • Agreement Writing • Impasse • Closure 	240

COURSE NAME	LEARNING OBJECTIVES	# OF MINUTES
Module Three:	<p><i>Self-Awareness</i></p> <ul style="list-style-type: none"> • Mediator's Self Quiz • How to Analyze Your Quiz Responses • Hot Topics and How You Respond • Diversity/Cultural Awareness • Language Differences • Personality Styles • Recognizing Feelings and Emotions • Neutral Language 	180
Module Four:	<p><i>Professional Considerations</i></p> <ul style="list-style-type: none"> • Professional Mediator Organizations • Networking • Continuing Education • Establishing a Practice • Community Service 	120
Module Five:	<p><i>Ethics</i></p> <ul style="list-style-type: none"> • Defining Ethics and Importance • Conflict of Interest • Appearance of Impropriety • Neutrality/Impartiality • Confidentiality • Staying in the Role of Mediator • Family Violence • Substance Abuse • Child Abuse and Neglect • Power Imbalances • Liability • Misuse of the Process/Protecting the Process • Awareness of Ethical Guideline 	240
Quizzes	<ul style="list-style-type: none"> • Module 1- 40 minutes* • Module 2- 20 minutes* • Module 3- 20 minutes* • Module 4- 20 minutes* • Module 5- 20 minutes* • Final Exam- 20 minutes** 	140
ONLINE TOTAL MINUTES		840 (16 hours)