

40-hour intensive

Reach solutions where none were thought possible

Mediator Certification Course

For prevention and early resolution
of organizational conflict



Overview

Corporations, government agencies, and other organizations are discovering the immense benefits of mediation over traditional adversarial methods of dispute resolution.

The financial cost of unresolved conflict is high, yet measurable. Costs of litigation and grievance-handling are dramatically reduced by early mediation, preventing further escalation.

In the life cycle of every conflict, there is a point when it's large enough to be recognized, but small enough to be resolved.

Mediation not only resolves conflicts — it increases productivity, saves time and money, creates a safer workplace, and promotes a climate of cooperativeness.

Why MTI?

Other organizations offer mediator training. Why select MTI's Mediator Certification Course?

- **Workplace focus**
MTI specializes exclusively in mediation skills for the workplace
- **Instructional design**
The most expertly designed learning methodology in the field
- **Small class size**
Maximum 12 participants, ensuring individualized attention
- **Executive settings**
Open-enrollment courses at quality venues for optimum blend of work and relaxation
- **CEU's:**
SHRM: 35 hours for PHR and SPHR
EAPA: 32.5 PDH's
CME: 40 hours

MTI is the global leader in Workplace Mediator Certification — Google "mediation training"

Tools on the web

- **Cost-of-conflict calculator**
Measure how much a particular conflict is costing your organization right now
- **Return-on-investment (ROI) formula**
Compute the financial savings realized by mediation training
- **Benchmarking and reassessment**
Quantify the impact of training on the cost and forms of conflict in your organization

In-house and open-enrollment

The Mediator Certification Course is offered for open-enrollment at executive-quality locations nationwide, and can be delivered in-house for as few as four participants.

Who?

The Mediator Certification Course is designed for:

- Persons whose job responsibilities include management of workplace conflict: HR / ER / LR / EEO professionals, managers, union officials, and other leaders
- Organization development (OD) consultants, EAP, coaches, and other professionals
- Persons with interest in a career in dispute resolution
- Current mediators who wish to sharpen their skills

Client-site courses

- **In-house for as few as four participants**
Ensures practical application to your organization/industry
- **Pre- and post-course assessments included**
Measure the impact of training on your organization
- **Computer-based extended learning**
Includes CD-based resource with web-based testing and reporting
- **Trainer certification option**
Enable your HRD personnel to train others

Instructors

All course instructors have been personally trained by MTI Founding President Daniel Dana, PhD, author and mediation pioneer since 1975.

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