

Washington DC

March 5-9, 2012

Chicago

March 12-16, 2012

Knoxville

March 12-16, 2012

Houston

March 19-23, 2012

“  
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.”

### 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.

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

### 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 three participants.



# Workplace Mediator Certification Courses

For prevention and early resolution of organizational conflict

Approved for CEU's by SHRM, EAPA, and other accrediting authorities. More options at [www.mediationworks.com/courses](http://www.mediationworks.com/courses)

### 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

### 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

### Instructors

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

### 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 retool for the more lucrative workplace sector (mediation methods are not the same)

### Client-site courses

**In-house for as few as three participants**

Ensures practical application to your organization/industry

**Pre- and post-course assessments included**

Measure the impact of training on your organization. Unlimited access to online instruments

**Computer-based extended learning**

Includes CD-based resource with web-based testing and reporting

**Trainer certification option**

Enable your HRD personnel to train others

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