

## Company Profile

Founded in 1985, the Mediation Training Institute International (MTI) is the world's leading provider of training and certification in the mediation and strategic management of workplace conflict.

### Mission

*To be a value-adding resource for identifying and removing the hidden costs and business risks caused by adversarial practices within organizations*

### Services

Open-enrollment and customized in-house training and certification in:

The core competencies for managing workplace conflict, consisting of Managerial Mediation (a core leadership competency for managers) and Self Mediation (a core workplace competency for all employees).

Mediation for the prevention and early resolution of workplace conflict.

Assessment of the hidden financial costs and imbedded forms of organizational conflict through MTI's proprietary on-line instruments found in the on-line Conflict Management Toolbox.

Strategic management of organizational conflict through the MTI Training System, a cafeteria plan consisting of seven optional components including benchmarking, training, coaching, consulting, and reassessment.

Comprehensive organizational and human resource development through MTI Consulting Associates, a global network of over 1000 consultants offering over 200 specializations.

### Global Reach

MTI's proprietary training programs or their components have been translated to Spanish, French, Romanian, Swedish, Japanese, Korean, Chinese, and other languages. Our courses have been conducted on six continents. The most popular newsletter in its field, the *MTI Monthly Newsletter* reaches over 65,000 subscribers worldwide.

### Organization

A virtual organization, MTI is located at [www.mediationworks.com](http://www.mediationworks.com). With a headquarters staff of nine people in Kansas City USA, MTI's services are delivered by a global network of Certified Trainers.

MTI is approved by the General Services Administration to provide services for agencies of the United States Government.

Due to its exceptional resourcefulness and value to the public, MTI's website has earned #1 ranking on all major search engines, including Google and Yahoo!, for "mediation training" and other relevant search terms. MTI does not purchase search engine rank results.

MTI is owned and operated by Dana Mediation Institute, Inc., a Kansas corporation.

[www.mediationworks.com](http://www.mediationworks.com)